

Surrey Care

News ■ Information ■ Support

E-Newsletter ■ August 2016

Surrey Care
Association 

Supporting Social Care Providers in Surrey

Contact Details



Erica Lockhart

Chief Executive

Tel/Fax: 01372 360593

Mobile: 07738 227362

Email: erica.lockhart@surreycare.org.uk



Charlotte Green

Senior Business Administrator

Tel: 01372 825116

Fax: 01372 825125

Email: sca@surreycare.org.uk



Harriet Johns

Membership Officer

Tel: 01372 825154

Fax: 01372 825125

Email: membership@surreycare.org.uk



Holly Pomery

Business Administrator

Tel: 01372 825116

Fax: 01372 825125

Email: sca@surreycare.org.uk

www.surreycare.org.uk and www.surreycare.co.uk  [@surreycare](https://twitter.com/surreycare)

Surrey Care Association Limited. Suite H4, Leatherhead Enterprise Centre, Randalls Way, Leatherhead, KT22 7RY

Nominate staff now for Surrey Care Awards 2016

It's now easier than ever to nominate your staff and colleagues with our new on line [nomination form](#). Just download the [Awards categories, Judging Criteria and FAQs](#) from our website and start nominating now!

This year we will also be sending nominations in several categories to BBC Surrey & Sussex Community Heroes Awards which will really help put Surrey's social care sector on the map!

Sponsor our Awards!



Raise your organisation's profile and show your support for the sector by sponsoring one of our Awards or exclusive sponsorship deals.

Benefits can include priority ticket allocation for the gala dinner and enhanced marketing opportunities around the Awards.

Awards category sponsors also present their award on stage – a unique PR opportunity for you and your organisation!

Thank you to those sponsors who have committed so far: Ashcroft, Bluefin, Carebase, Care Choices & Care Management Matters, Christie & Co, Citation, Panache, Sunrise Senior Living, Welmede.

Awards Categories 2016

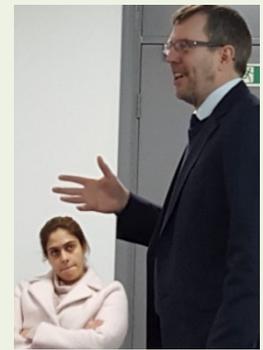
- Ancillary Worker/Team of the Year
- Beyond the Call of Duty
- Care Employer of the Year - **NEW**
- Care Newcomer of the Year
- Care Team of the Year
- Excellence in Dementia Care
- Frontline Leader of the Year
- Manager of the Year
- Most Innovative Activity Programme
- Outstanding Contribution to Social Care
- Provider of the Year
- Supporting Vulnerable People in the Community - **NEW**
- Unsung Hero of the Year

Put the Awards date in your diary now, Friday 18 November 2016 at Epsom Downs Racecourse.

For more information on details of sponsorship packages [please click here](#)



Spring Conference Report



With the overall theme of *Facing the Future*, renewing SCA's strategy to support providers was top of the agenda in our spring conference in May. We were delighted to see so many providers taking an active interest in helping us to take this forward, all the more so in the light of the unprecedented political and economic challenges we are now all facing after June's referendum. Our Chairman David Holmes presented this summary of SCA's position going forward:

Renewing SCA's Strategy

SCA is now moving towards the end of its second exciting year as an independent, self-funding organisation, an opportune time for us to take stock of where we are and how we need to progress from here. Over recent months the SCA Board, in consultation with many SCA members, has been renewing SCA's organisational strategy.

We have defined three key Strategic Objectives for SCA:

Member Benefits

SCA is merely the sum of its parts, existing only to serve its members, so delivering benefits must always be at the heart of SCA's strategy. Of course this has always been central to SCA's work, but now that members pay for the privilege of membership the need for clear focus on benefits is greater than ever – member organisations must continue to receive significant value for the subs they pay. We have defined four broad areas in which the work of the SCA will directly add value to member organisations:

- Business strategy and development, for example through the provision of information and intelligence.
- Financial benefits, such as those delivered through VAT recovery and capital allowance schemes facilitated by SCA.
- Performance improvements, such as the work we have done to support members achieve excellent practice in respect of Safeguarding and DOLS.
- Workforce development, in areas such as recruitment and training.

Market Development

In addition to delivering direct benefits to members SCA also has a key role in shaping the market to create a positive environment in which our members can thrive. Our market development strategy falls into several categories:

- Improving the image of our often beleaguered and ill-portrayed sector.
- Influencing policy.
- Promoting community engagement, to break down barriers and maximise participation and integration.
- Facilitating market efficiency, to ensure that constrained funds within the sector deliver best value.
- Developing tools to enable the market to operate efficiently
- Promoting quality, with the development of Surrey Quality Standards.
- Improving resources, both funding and staff.

SCA Organisational Development

Whilst our first two Strategic Objectives focus on the work the SCA must do to serve its members, the third targets how the SCA needs to be shaped to do this effectively. Five things are considered to be essential:

- Financial viability, requiring SCA to achieve a sustainable level of profitability.
- Fit for purpose, with the right people in the right roles.
- Member engagement, ensuring that the work of the SCA is absolutely aligned with the needs and wishes of its members.
- Strong brand and presence, so that the SCA can punch above its weight.
- Plans for the future, to ensure that we are it for the long haul.

The next stage in the planning process is to ensure that we have succinct operational plans in place to achieve these objectives, along with clear accountabilities and responsibilities.

All comments are welcome – these plans will only ever be a work in progress! Please mail your thoughts to our Chairman, David Holmes at David.Holmes@ashcroftsupport.com.

Saving £££s with SCA!

Erica and the SCA board have been working hard to forge alliances with commercial partners so that SCA membership subscribers can benefit from substantial discounts on a wide range of goods and services.

Commercial partners also benefit from increased marketing activity and opportunities for face to face contact with independent care providers and key decision makers in Surrey. If your business could benefit from greater exposure within the care sector, contact Erica or download a copy of our [Commercial Partnership opportunities](#).

Here's how one SCA subscriber, Sally Lines CEO of The Grange, benefited from hearing a presentation by commercial partners Kieran Lynch at one of our network meetings:

*On the back of attending SCA's LD Network Meeting in the spring of 2015, The Grange's reserves have increased by £77k!
A representative from Kieran Lynch was at that LD Network meeting and spoke about a scheme that sounded too good to be true, whereby care homes operating between 1993 and 2002 could retrospectively claim the VAT on their care fees for that period. The scheme is called 'Kingscrest' because of the High Court ruling whereby such claims were deemed legitimate. After a meeting with Kieran Lynch at The Grange, we dug around in the cellars for archived records of who was in our residential care home all those years ago; they seemed quite patchy but we sent copies of all of them onto Kieran Lynch along with copies of the annual accounts for that period. Fast forward to June 2016 when we received a call from Kieran Lynch asking if we'd received approx. £157k in our bank account from SCC!
This was the gross amount – about £48k went to HMRC and 25% of the total amount went to Kieran Lynch, leaving The Grange with a net amount of £77k being added to its level of reserves.
Serendipity, opportunism and being in the right place at the right time definitely played a part in this outcome – so did SCA!*

Please note : There is now a tight deadline with HMRC for claims so act now. You can contact Kieran Lynch on 08445 930211.

Only SCA subscribers can attend our informative networks and realise the benefits of opportunities through our SCA partners. It's a win-win situation! See [Page 7 of this newsletter](#) for more information.

Bed vacancy reporting service for Surrey Downs CCG for the CHC Collaborative

Surrey Care Association was awarded a contract to develop a bed vacancy reporting service across all the Surrey CCG areas based on our work for Guildford and Waverley CCG area.

The aim of the project is to provide up to date information on the bed vacancies in all care homes (residential and nursing) across the Surrey area on a regular basis by CCG area.

The CCGs have identified that having such information will support operational staff across the CCG areas and facilitate earlier discharge from acute hospitals.

SCA has started this work and are now submitting weekly returns. Thank you for your help in promptly responding to our email requests. However, some homes are not sending in any responses and the CCG has asked us to check why this is. So please, if you haven't been responding to date (even with a nil response) please help us to help you!

The next stage of the project is to identify care homes on the borders of Surrey in other CCG areas that may also be able to support the discharge of patients.

Please note we are contracted to provide this service to subscribers and non-subscribers. Non-subscribers, please take note that there are other benefits in joining SCA that you are missing out on. Please contact membership@surreycare.org.uk or call Harriet on 01372 825154 to learn more.

MCA and DOLS Packs

The Mental Capacity Act and Deprivation of Liberty Safeguards have been in force for some time now, however they are still one of the most common reasons for "requires improvement" judgements by CQC.

SCA now has both MCA and DoLS policies available to purchase at £65 for Subscribers and £100 for Non-Subscribers.

[Click this link to view samples of this brilliant pack.](#)

SCA influencing at national level

Erica Lockhart is co-chair of National Care Association Alliance and on 20th July chaired the meeting attended by 21 care associations from around the country. Erica welcomed Andrea Sutcliffe, Chief Inspector CQC, for a discussion on the key challenges facing the sector.

Andrea outlined some of the hot topics – including the national and local influences shaping the world of adult social care, starting with Brexit issues. The worries over staffing were uppermost in providers' minds. Andrea urged the Alliance through its local care association members to raise the issue with the NHS by making a case to the Health Education Council and Local Education and Training Boards, making sure they understand that they need to take an interest in building capacity in the social care sector.

SCA is well placed to do this through our involvement with the NHS workforce summit and also through our relationships with Surrey CCGs but we need to ensure our voice is heard.

Andrea also talked about the need to “grow our own” and also reminded providers about the work done on the Nursing Assistant role developed by HC One and evaluated by SCIE. We were also urged to raise the issue with our local authorities and CCGs as part of the market shaping role. SCA is already working on this and hopes shortly to have a new post for workforce recruitment funded by SCC, CCGs and also SCA. The final discussions are taking place over the summer.



Andrea shared the “all change” at the top in government and at Department of Health level. Whilst Jeremy Hunt remains, we have a new Minister for Social Care David Mowat. We were urged to make our voices heard with our local MPs especially if they are in senior positions – we in Surrey still have several influential MPs so this is now on our action list for the autumn, starting with Jeremy Hunt. The Alliance will approach David Mowat. Changes at Department of Health are due in September so we will have to wait and see where we need to form new relationships.

We discussed the increase in fees, as we realised this decision was not one favoured by CQC but was a government decision. It of course begged the question why consult on the options in the first place. CQC are currently concerned at the high number of non-registered domiciliary care providers and will be focusing on this issue. Association members who identify such providers are encouraged to notify CQC who will investigate.

Current standard for receipt of Inspection reports is 50 days including the 10 days for provider factual accuracy. CQC are seeing a sharp increase in use of legal challenges to reports.

The Alliance meeting also welcomed Bev Maybury, ADASS Policy Network lead. Sharing the challenge of the LA finances she outlined what ADASS were doing to fight for adult social care. A fee report from CIPFA (the key local authority accounting association) due shortly is their hope for getting key financial messages across to finance influencers.

Strategic Transformation Partnerships (STPs) are the new focus for planning services, working together with NHS, CCGs and LAs in regional areas. These are just in planning stage in Surrey - there will be three. Bev also reported on the rise of corporate LA commissioners who were less focussed on social care, so ADASS is pulling together national commissioning groups to ensure social care is on the agenda.

Care Association Alliance presented a report based on the recent “State of Commissioning Survey” that many of our providers completed. We will be issuing it shortly but we want to include some more information on disability services. We hope to have the findings published in Caring Times.

The Alliance is sponsored by Citation, the venue by Kieran-Lynch and refreshments at this meeting by CURA. The Alliance has a website <http://careassociationalliance.org.uk/> and Twitter account is @careassoc

Harold Bodmer

All at SCA are deeply saddened by the news that Harold Bodmer passed away recently. Harold was a speaker at our recent Showcase in Brighton and we echo the thoughts of so many others. Our sincere condolences go to his family. Please see below the press statement from Margaret Willcox, Vice President and Ray James, Immediate Past President, of the Association of Directors of Adult Social Services.

"It is with great sadness that we announce the sad passing of our President, Harold Bodmer, yesterday. Many people today have used the words "such a lovely, honourable man" capturing how, in addition to his professionalism and expertise, his values, integrity, compassion, humility and warmth meant Harold was not only deeply respected but also held in great affection by so many people. Harold has made an enormous contribution to the people of Norfolk, to our Association and to the wider health and care sector. He has served ADASS as Regional Chair, then Vice President before becoming President in April this year. His opening speech will be remembered by everyone who had the privilege to be there.

"Harold will be greatly missed, most of all, our thoughts and warmest wishes are with his wife and family at this very sad time. May he rest in peace."

Will Brexit make a difference to adult social care?

Thanks to Vic Rayner Executive Officer of National Care Forum (NCF) SCA has joined forces collectively with Associations across the country to work together to minimise the potential impact of Brexit and to consider the legal aspects.

Vic spoke on this issue recently at the All-Party Parliamentary committee on housing and care for older people and there is growing political interest in the impact on social care.

Vic has kindly sent us her presentation on [The Implications of UK vote to leave the EU on Adult Social Care](#) so providers can have a source of up to date information at their fingertips.

The [National Care Forum's website](#) has all Brexit materials including a briefing document on the implications of legal rights.

Please note: All providers are urged to update NMDS including nationality options to provide evidence of the impact on the social care workforce.

Select Committee inquiry into LA funding of Adult Social Care

The inquiry will look at the financial sustainability of care and support to see what can be done to allow councils to continue to meet their legal obligations for future generations.

Don't miss your opportunity to submit written evidence to this committee by 19th August online.

[Parliamentary Inquiry - Funding of Social Care](#)

Or for more information visit

www.parliament.uk

NHS-funded nursing care rate for 2016 to 2017

The following information comes from a recent Dept of Health press release.

The NHS contribution towards the costs of a place in a care home with nursing is being increased on an interim basis to £156.25.

The rates for eligible care home residents assessed to require the help of a registered nurse will be as follows:

- standard rate will be increased to £156.25 per week
- higher rate will be increased to £215.04 per week (this is only relevant for those people who were already on the higher rate in 2007 when the single band was introduced)

Registered nursing care for eligible nursing home residents is funded by the NHS and the weekly rate per patient is currently set at £112.

The increase follows an [independent review](#) of the rate paid by the NHS to nursing homes (known as NHS-funded nursing care). The review, carried out by Mazars LLP, recommends that the NHS-funded nursing care rate should increase by 40% to £156.25.

The government accepts the recommendation, which means that clinical commissioning groups will now pay a national rate of £156.25. The increase will be backdated to 1 April 2016 for individuals who were in receipt of NHS-funded nursing care from that time.

The new rate is being paid on an interim basis while further work is done to review the element of the rate for agency nursing staff (which could lead to a reduction to the rate from 1 January 2017) and to consult on introducing regional variation from April 2017. These rates are based on the best evidence currently available to the Department of Health.

Extending the care ethos to Africa

By Ryan Kelley, The Whitmore Trust

I recently collected sundry redundant stationery items from SCA for redistribution to needy schools in The Gambia through the Whitmore Trust, and was invited to give a brief outline of what the Trust does in Africa. Everyone reading this article will be heavily committed to meeting needs in UK but poverty in Africa is endemic and help is needed for many basics.

The Whitmore Trust is totally separate from Whitmore Vale Housing Association. It has been working to support many projects mainly in Gambia since 1989.



SANDY KUNDA SCHOOL Early Child Development Classes
Region 6 The Gambia 16 March 2015

These are predominantly in the spheres of education and health and sometimes cross over. Support for educational development starts through sponsorship of children and students to meet their costs across a broad range. Notable successes this year are Benjamin, a disabled student who has gained his LLB, and Mariama who has qualified as a specialist teacher in Early Child Development. Others are working on courses for Accountancy (AAT), Business and Management, Civil Engineering (HND) as well as community and eco-friendly studies.

For some children in the extreme rural areas where subsistence farming is the way of life, opportunities for even basic schooling are very limited. Some, where there is availability, will from the age of 3 walk up to three kilometres through the bush, and then back in the heat of the day often over 40c such is the value placed on education. The trust is responding by building new schools in these extreme rural areas, and giving them to the communities where government will take responsibility for staffing – one was completed in December 2015 and another will be ready for September term 2017. In such poor national economies government cannot afford all that are necessary. Much school furniture is wasted when replaced in UK schools and colleges, and the Trust takes all opportunities to collect this and ship it for further use in Africa.

Support has been provided for a variety of medical services in clinics in the bush, and is on-going as needs present. The major current medical scheme is where a student from a subsistence farming family was supported from schooldays through to qualifying as a cataract surgeon (nurse practitioner). Sheriff is now the cataract surgeon at a regional hospital responsible for quite a large area of the country, and explained that subsistence farming people often cannot afford the £15 required contribution for a cataract operation, and so go blind. In one recent “cataract camp” Sheriff called together a team of five cataract surgeons and they performed 332 operations over eight days, supported through the trust.

Clean water is a critical priority for maintaining good health, and through donors to the trust many wells have been provided at locations where water is needed to avoid the ladies (yes – women’s work) having to carry it long distances on their heads. Wells are being provided at each new school, so the children can be taught the basic hygiene of hand washing after going to the toilet.



Many more instances can be quoted where the Trust has been involved to the benefit of local people.

For any further information or how to support the work contact Ryan Kelley at 01428 604477 or via ryank@whitmorevale.co.uk

Make the most of our Network Meetings

Our networks provide a forum for discussion on key issues and important developments together with a range of guest speakers presenting on topical issues.

They provide an important forum for gauging provider views and experiences informing the work SCA does at both local and national level. Suggestions for agenda items are always welcomed as the issues being faced by providers are key to the work undertaken by the association. Below are some of the issues we have covered at recent meetings.



Networks open to subscribers only and aimed primarily at proprietors CEO's and senior managers:

Older People Care Home Providers Network Recent issues include fees and CHC payments; presenting the provider perspective to commissioners and influencing the LA stance on payments.

Domiciliary Care Providers Network Recent topics include recruitment & retention, SCC procurement strategy and practice as well as key updates and changes affecting the sector.

Learning Disability Providers Network Regular updates on the Surrey Leadership Development Forum (a specific group aligned with SCA), including work to improve the contract issued by SCC, discussions with County Councillors about the impact of SCC's approach to services for people with a disability.

Open to subscribers only:

Internal Trainers Network For those with a training responsibility within services.

Focus for these meetings is the updating of services within the changing landscape of training requirements, funding and related issues.

Networks free to subscribers, chargeable to non-subscribers:

Registered Managers Forum For Registered Managers from all types of services.

Recently relaunched, these meetings now focus on more practical issues facing managers with day to day responsibilities for services. ([see report on page 8](#))

Mental Health Forum For managers and senior staff working within mental health services.

The latest meeting saw presentations from Andy Erskine Director of MH Services and Dr Karen Dodd of SABP Trust.

Another Outstanding home in Surrey!



Welmede's home Stiperstones in Chobham has been rated as Outstanding in its latest CQC report, believed to be the first learning disability home in Surrey to receive such a rating. Manager Dawn Cervantes praised the hard work of all the staff (pictured above) saying, "Consistency is important, we have many staff who have worked here for years. It ensures good relationships with the people we support." The CQC report cited the home's philosophy of putting people at the heart of the service, including the kindness and understanding given to both the residents and their relatives.

With acknowledgments to Dimitri Kondonis and the Woking Advertiser

Welmede was a Platinum sponsor of Surrey Care Awards 2015

Dates for your Diary

Events open to Subscribers Only:

Network meetings: all at Leatherhead

- Domiciliary Care Providers Network - *Tuesday 6th September 1.30pm - 4.30pm*
- Older People Network - *Tuesday 6th September 10.00am - 1.00pm*
- Learning Disability Network - *Thursday 15th September 10.00am - 1.00pm*

Please note you must be a subscriber to attend the Network Meetings listed above. If you would like to enquire into membership, please contact Harriet our membership advisor at

membership@surreycare.org.uk

Events open to Subscribers & Non-Subscribers:

Register your interest at sca@surreycare.org.uk to be first on the list!

- Care Certificate Workshop - *Thursday 29th September*
- Section 42 Workshop - *Tuesday 9th August*
- Registered Managers Forum -
September (Date TBC)

Surrey Care Association Autumn Conference

Tuesday 6th October 9:30 am - 3.45pm Leatherhead Leisure Centre

SCA Surrey Care Awards Evening

Friday 18th November 7:00pm - 1:00am Epsom Downs Racecourse

If you are interested in attending any of the Events above then please reserve your place with sca@surreycare.org.uk or call us on 01372 825 116.

Book now for Autumn Conference

The topical theme for our conference on **Thursday 6th October will be *Sustainability in Social Care***. The full programme is still being finalised and confirmed speakers to date include:

- *Christine Eckersley, Information Commissioner's Office*
- *Mandy Geal, Learning Partners Limited*
- *Andrew Marsden, Andrew Marsden Consulting*
- *Sue Monk, Guildford Jobcentre Plus*

EARLY BIRD OFFER: - book and pay for your delegate place by 6th September 2016:

SCA subscribers early bird £30 (£35 thereafter)
Non subscribers early bird £40 (£45 thereafter)

We are now taking bookings so please

[Download a booking form here.](#)

New RM Forum Launched

The Registered Managers Forum inaugural meeting was held in May and attended by a record number of managers. The focus was on recruitment and retention. Guest speakers included Citation (who also generously sponsored the event and lunch!) and Neil Eastwood from Sticky People. Alan Willmott gave an update on CQC and sector news.

The next meeting will include an update on learning and development, including the Apprenticeship Levy and changes to QCF. In challenging times for the sector these meetings provide the ideal way for busy managers to stay up to date and ensure they are not missing critical information. They are open to all Registered Managers and **free for subscribers**, with a small charge for non-subscribers.

Our new website is now live! See Surreycare.co.uk

Combining the best features of both our previous websites, our new site provides a one stop shop for providers and people looking for care or jobs within the sector.

This new site is a valuable source of information with enhanced listings for our subscribers with links through to their CQC pages and location maps; more job advertising and supplier advertising. Make sure your service's information is current and any job vacancies you have are posted. If you need to update please liaise with Harriet our membership officer so you can benefit from this fresh look website.

Check out our new website now www.surreycare.co.uk

