

Surrey Care

News ■ Information ■ Support E - Newsletter ■ February 2018

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



David Holmes
Chairman
Tel: 01372 571174

Email: sca@surreycare.org.uk



Charlotte Brewster
Business Manager
Tel: 01372 571174
Mob: 07479 375847

Email: sca@surreycare.org.uk



Ilaria Bommarito
Marketing Assistant
Tel: 01372 571174
Fax: 0872 743 0160

Email: marketing@surreycare.org.uk

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

Surrey Care Association Limited. James House, Emlyn Lane, Leatherhead KT22 8BZ

Surrey & Sussex Care Showcase – book now!

Wednesday 14th March 2018 Brighton Racecourse

Don't miss the opportunity for you and your staff to catch up on all the latest developments in the sector at our annual free event for all Surrey care providers*

We are delighted to have CQC's Andrea Sutcliffe heading our seminar programme which will also feature talks from ADASS, National Care Forum, Surrey County Council, Royal College of Nursing, NHS Digital, Skills for Care, Royds Withy King and Cura Systems amongst many others



For a full list of speakers, exhibitors and the Showcase programme, look out for updates on [SCA website](http://www.surreycare.org.uk) and [Care Showcase website](http://www.careshowcase.co.uk).

*There will be a delegate fee for those attending from outside the areas of Surrey, East Sussex, West Sussex and Brighton & Hove.

In the Showcase exhibition halls you'll find a wide range of exhibitors including care equipment and catering suppliers; legal, accounting and technology firms offering advice; training providers and recruitment companies for all your workforce development needs and lots more. SCA will be there too, so do drop by and say hello!



Top tip! [Save time at the registration desk by registering your attendance now!](#)

SCA News

What's in a name? Our Subscribers are becoming Members

All change! When SCA first became a membership 'paid for' organisation we had just moved from the position of all Surrey care providers being members because we received funding from Surrey County Council. To differentiate between providers, the SCA Board decided our 'paid for' members would be called 'Subscribers'.

Three years on we have now reviewed these names. The fact is that many of our providers call themselves members, feel like members and even SCA refers to our providers as members! Some have commented that being called a member feels as if you belong, where a subscriber is more like subscribing to a magazine. We are promoting "member benefits" and our commercial partners want to provide services to our members. So we are currently changing the references from Subscriber to Member. Window stickers will be changed but we are still recognising Founder status. We are proud that our early members are still with us. We are very pleased that our providers still want to be a part of our Surrey Care community and help us to strengthen the voice for the sector.

Membership Fees in 2018/2019

We are keeping our membership fees for care homes as 2017/2018 but domiciliary care providers will now pay £410 which is the original price excluding the renewal discount.

We supplement our income with support from commercial partners. These partners are important to us as they also provide great offers and discounts to our members. Do check out these [partner benefits here](#) and see if they can help your business.

Our other income comes from the workshops we provide – any surplus over our costs is ploughed back in to support the running costs of SCA.

GDPR Compliance – another challenge for the care sector

GDPR Auditing presented this topical seminar on 31st January. The two presenters Vakis and Phil had spent a lot of time researching the challenges for the care sector. Thanks also to Downing Care and Transform who gave lots of helpful advice and asked questions so we had a very fruitful three hour seminar.

A further seminar is to be held on 23rd February, this already full and waiting list is in operation. Not all questions were answered and, as more information is forthcoming, we will be giving further advice. Thanks to Cura our commercial partner who did some preliminary research for us and assisted with the panel at the end of the seminar.

Register your interest for forthcoming seminars at sca@surreycare.org.uk



SCA News

Surrey Care Awards 2018

Sponsorship opportunities now available

We're celebrating the 10th Anniversary of our Surrey Care Awards this year and planning a gala event at Epsom Downs on 9th November that will be bigger than ever!

Your organisation can show its support for our sector and reach providers all over Surrey thorough sponsorship of these prestigious Awards. See the new 2018 sponsorship opportunities packages at <http://www.surreycare.org.uk/about-sca/surrey-care-awards/sponsors-2018>



Want to nominate your staff for an Award?

We are currently finalising our nomination packs for 2018 and working towards streamlining the nomination process for providers, judges and our hardworking team behind the scenes.

Once the new 2018 nomination packs are available to download from our website we will publicise this via email to all Surrey providers on our database, at our network meetings and events and on our social media channels.

SCA in discussions with the Rt Hon Jeremy Hunt MP

Members of SCA were pleased to have the opportunity to discuss key issues with Jeremy Hunt (in his capacity as MP for South West Surrey) at a specially arranged meeting on 9th February. A cross section of members had highlighted key topics for discussion including the identity of Social Care versus the NHS and the integration Health and social care, workforce challenges, a proposal around improving developmental opportunities for people with Learning Disabilities and finishing with the Green Paper. We were all impressed with Jeremy's knowledge of the issues and the funding gap. He listened and responded openly. Time soon ran out, we really needed several hours to debate the issues fully but Jeremy had to dash off on other constituency business. Local providers in his constituency invited him for follow up visits which he welcomed.



We hope to have further meetings like this as SCA is fully committed to influencing on the many issues facing social care.

David Holmes prepared some very useful one page summaries of some of the key challenges so if anyone would like a copy please email sca@surreycare.org.uk.

Our grateful thanks to Lindsay Hill CEO of the Meath for hosting this meeting.

Workforce Project Update

Our Workforce Project Manager Ali Porteous is excited to be working with the NHS at Royal Surrey Hospital on a joint recruitment event. It's been identified that many people who apply to the NHS for healthcare assistant roles are unsuccessful as there are not enough vacancies. So Ali is working with the NHS on a pilot to entice some of these potential candidates into social care.

Also good news is that the Workforce Project is now being funded by the Surrey Heartlands STP (Strategic Transformation Partnership). Ali has been working away for 12 months now and making real progress so we also took the opportunity to share news of this successful project with Jeremy Hunt when we met him. Read Ali's report on the [first year of the workforce project here](#).

Workshops - book now

The workshops around recruitment and retention have now started.

January's workshop focused on reviewing the workforce within an organisation. The workshop was run at James House and attended by representatives from many providers and it received some very positive feedback:

'The style and content of the workshop was well considered, and the approach used provoked discussion amongst the group. It was a fantastic opportunity to network with other Care providers, share ideas and reassuring that other Care companies share the same obstacles and challenges - but equally passionate with how we are working towards these. Ashcroft are signed up for all of the Surrey Care Workshops set for this year and we look forward to the next one.' Charlotte Cook

If you would like to know more [Click here for programme of free workshop sessions](#), or contact Ali directly at workforce@surreycare.org.uk

Have you seen our fantastic videos?

Thank you to all those providers and their staff who helped us with our new videos focussing on recruitment and retention and the benefits of SCA membership.

They were great fun to make and we are proud to be working with such professional care staff.

Watch Surrey's newest film stars at:

[Workforce Matters videos](#)



Did you know?

Skills for Care have produced a summary of the adult social care sector and workforce in Surrey

As at March 2017 Surrey contained 638 CQC regulated services; of these, 427 were residential and 211 were non-residential services.

In Surrey there were an estimated 33,100 jobs in adult social care split between local authorities (7%), independent sector providers (89%) and jobs for direct payment recipients (5%)

Skills for Care estimates that in Surrey, 8.6% of roles in adult social care were vacant, this gives an average of approximately 2,850 vacancies at any one time. This vacancy rate was higher than the region average of 6.9% and higher than England at 6.6%.

[Read the full report from here](#).

Don't forget – SCA Members can advertise their vacancies for free [on our website](#)

News from our Commercial Partners

Invitation from Chandler & Co.



Our Commercial Partner Chandler & Co would like to offer all Surrey Care Association care home owners a personal one to one, obligation free meeting to discuss funding options on your care home. They are available to meet at a time convenient to you on Tue 24th or Wed 25th April 2018 at the SCA offices in Leatherhead. Alternatively, a meeting could be arranged at both a time and location convenient to you.

Chandler & Co have been specialising in arranging funding for the care sector for over 23 years. They can provide impartial advice in all aspects, whether you are considering a refinance, acquisition, capital raise, buyout, development, expansion or even restructuring debt with your existing lender. Working with Chandler & Co will give you access to competitive funding available in the market.

They are able to assist you with the following:

Restructuring of existing loans

Equity release and debt consolidation

Refurbishments and extensions

Purchase of additional businesses

Land purchase and new build schemes

To arrange a meeting contact Anna Read on 01622 817484 or email anna@chandlerandco.co.uk

Cura Systems – free consultation

Over the years, SCA has seen many organisations that are fearful of technology and change. The lack of IT education and knowledge seems to scare some care providers. We hear many care IT suppliers making bold, outlandish claims that they can help providers achieve outstanding, which is of course rubbish as although IT can support us, without good processes in place IT is as much use as a chocolate tea pot!



Meeting with the Cura Systems team was a breath of fresh air. There was no hot air, just a technologist with a real passion for health and social care. After seeing their care management software and having it reviewed by a couple of SCA members we were suitably impressed by the wide scope of functionality. In common with most systems, Cura has the usual administration elements but it's the only system we have seen that is particularly directed to the needs of a care giver and service user through a well-designed and easy to use tablet. It's evidently been developed with the care giver as well as the care managers and owners in mind. To ensure quality and as part of our evaluation process, we also asked our tech savvy members to review Cura and they gave it the same thumbs up. We also liked the fact Cura is an all-in-one solution with no hidden extras! This is why we decided to allow Cura Systems to be one of our commercial partners.

In care, we need to work towards more innovative ways of working and after an initial conversation with Abu Omar, founder of Cura Systems, regarding the advancement in technology such as Artificial Intelligence (AI) it was agreed it would be beneficial to our membership to get around the table and discuss the potential impact of ever evolving technology. We contacted members who had varying degrees of digital uptake in their organisations across a range of provision: learning disabilities, dementia, homecare, residential and nursing. When we met, we discussed achievable solutions to the prominent issues facing providers and explored best practice in supporting staff to do what they do best, care. Cura's founder, Abu Omar, chaired the roundtable and ensured the discussions were not only useful but also interesting.

We are continually impressed by the Cura Team's knowledge of technology and their enthusiasm to provide the best possible service. You can see that Cura Systems wants to make a positive impact and support care providers to make a positive change in their care delivery. We like their management's willingness to listen and learn from service providers to further develop Cura.

Surrey Care Association is offering an independent, no obligation consultation* - FREE of charge, exclusively for our members. Discuss the benefits and process of implementing an electronic management system and how to overcome barriers to implementation. To book your free consultation contact us today at sca@Cura.Systems

*All free consultations are to be booked by 31st March 2018.

Dates for your Diary

Events open to Members Only:

Network meetings at Leatherhead Golf Club:

- Domiciliary Care Providers Network – *Tuesday 6th March*
- Older People Network – *Wednesday 21st March*
- Learning Disability Network – *Wednesday 18th April*

Please note you must be a SCA Member to attend the Network Meetings listed above. If you would like to enquire into membership, please contact membership@surreycare.org.uk

Events open to Members & Non-Members:

Register your interest with Charlotte at sca@surreycare.org.uk for:

- **GDPR Seminar**
- **MCA DoLS for Managers**
- **QA Workshop**

Surrey & Sussex Care Showcase

Wednesday 14th March Brighton Racecourse

Surrey Care Association Spring Conference

Tuesday 15th May 9:30 am–4:00pm Leatherhead Leisure Centre

SCA Surrey Care Awards Evening

Friday 9th November 7:00pm–1:00am Epsom Downs Racecourse

To attend any of the Events above please reserve your place with sca@surreycare.org.uk or call us on 01372 571174.



Our lively network meetings help staff keep up to date with developments in the sector, meet fellow professionals and exchange ideas on best practice. Don't miss out – contact sca@surreycare.org.uk

News in Brief

Care Home Open Day

This year's event takes place on Saturday 21st April 2018 to coincide with the Queen's Birthday and International Care Home Open Day. This year's theme is 'Linking Communities'. For more information visit [Care Home Open Day](#)

Job Vacancy at SCA

Our membership officer Ashley has decided to move on so we have a vacancy for a membership officer to join our small team based at James House, Leatherhead. Information about the post can be found on our Jobs page but also by contacting sca@surreycare.org.uk or talk to Charlotte on 01372 571174.

SCA's Digital White Paper

Cura Systems have helped us produce a white paper on the impact of going digital in the care sector. You can download it here: <http://www.surreycare.org.uk/news/white-papers-2017>

STOP PRESS!

Spring Conference 15th May 2018

We are currently working on our conference programme and have just confirmed our first three speakers. We are delighted to welcome:

- **Professor Keith Willett**, Medical Director for Acute Care and Emergency Preparedness, at NHS England
- **Tom Owen**, Co-Director, My Home Life UK, My Home Life
- **Vanessa Harding**, Programme Director, Surrey Heartlands Health and Care Partnership

To register your interest in attending our conference please contact

sca@surreycare.org.uk

Commercial suppliers - If you are interested in exhibiting at our conference please contact Lisa Mack at lisa.mack@surreycare.org.uk