

# Surrey Care

News ■ Information ■ Support

E- Newsletter ■ March 2016

Surrey Care  
Association



Supporting Social Care Providers in Surrey

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## Record numbers expected at Showcase 2016!



**Surrey & Sussex Care Showcase Wed. 9<sup>th</sup> March, Brighton Racecourse  
The Future in Health & Social Care?**

News that Andrea Sutcliffe of CQC will be giving two seminar presentations at the 10<sup>th</sup> anniversary Showcase next week has led to a record number of delegates registering to attend.

New seminars have also recently been added thanks to sponsorship from [Person Centred Software](#) who will be giving a seminar entitled *Profitability, Compliance and Effective Staff Management*. You can now see a [full list of seminars here](#) to help you plan your time at Showcase

This year we are delighted to have the High Sherriff of Surrey Mrs Elizabeth Kennedy opening the event

As always there will be a full range of legal and business advisors, training organisations and care product suppliers in our bustling exhibition halls.

BOOK NOW! Save time at the registration desk by booking ahead via Event Brite on [Surrey & Sussex Showcase 2016 booking line](#)

## Surrey Care Awards 2016 Hold the date - 18<sup>th</sup> November

Following the great success of our Awards in 2015 planning is already well underway for this year's event, once again to be held in the Oaks Hall at Epsom Racecourse.

We hope to introduce on line nominations this year so do start thinking now of staff and projects that you might want to consider nominating. A list of Awards categories will be available soon. In the meantime hold the date, and also consider if you could support these important Awards by sponsoring a category or a part of the evening this year. Contact Erica on 01372 825116 for more details.

# SCA News - Working On Your Behalf

## CQC reports

All SCA subscribers receive a monthly summary of all the CQC inspections for that month. Alan Willmott provides this service for us and he has highlighted the key issues which consistently crop up - these are that many services not being reported Safe, or Well Led. We can appreciate how demoralising this can be for care services and staff and we do work hard at our network meetings to keep you up to date with the key areas you need to focus on to meet the evidence requirements.

However SCA has recently reviewed in more depth all our “requires improvement” or “inadequate” services and without exception the issues can be traced back in the inspectors’ reports to shortages of staffing, lack of training or the use of agency workers. SCA is determined to play a role in supporting our providers with the challenges of recruitment. With so little unemployment in the county the future doesn’t look very rosy. We are currently discussing with the CCG and with SCC to see if they will financially support the appointment of a Recruitment Project Manager to work with SCA to bring a fresh approach to this major challenge to providing quality services across Surrey.

## Commercial partners – watch out for new offers with benefits for our subscribers

SCA has negotiated partnership arrangements with a number of companies to provide advantageous services for our members and our list of commercial partners continues to grow! Recently added companies include Cura software for care services; Lovell capital allowances; Bluefin revised arrangements; Citation revised arrangements; Quality Solicitors Burroughs Day; Hazlewoods accountancy; Kieran Lynch VAT recovery; Ian Sutton VAT and capital allowances; Berendson laundry services; KPMG small business solutions and SPECTRUM our buying partners.

## SCA Board is revisiting our strategy

It is almost two years since our launch as a subscriber organisation and, thanks to all your support, we have over 74% of care homes as subscribers and 56% of domiciliary care services on board. Numbers continue to grow and so now is the time for us to take stock and ensure our strategy is meeting what our subscribers want from us. We do get lots of positive feedback but we don’t want to be complacent in an ever changing market place for social care – so please watch out for our survey and also our county-wide “Meet SCA’s CEO and Directors” events in April and let us hear how you want us to focus our efforts. [See our website for dates and venues.](#)

## SCC invoice payments

SCA picked up at a recent Domiciliary Care meeting that invoices were once again slow in being paid. Do let us know if you are not able to resolve payments and we will take it up again with SCC

## Kingscrest – VAT recovery in Care homes

If you have had a significant number of publicly funded residents then there may still be an opportunity for you to reclaim large sums of money. But time is now against you, HMRC have given notice that claims must be received by the end August 2016. Our partners Kieran Lynch are challenging this but if you want to take advantage then do make contact now and be prepared to give the claim process some urgency. We are lucky SCC are very good at supporting Surrey claims so there is still time to benefit. **ACT NOW!** Contact [sca@surreycare.org.uk](mailto:sca@surreycare.org.uk) and we will refer you.

## News from our Network Meetings

The recent Older People Care Homes and the Domiciliary Care network meetings were very well attended with some new participants as well as some familiar faces. Alan Willmott presented a wealth of valuable information but there was so much that it is hard to take it all in. How people who don't attend manage without this high level synopsis of key topics it is hard to imagine.

The Care Homes network group had a very useful update from Vicky Clark and Lorna Hart from CCG. Slides are available if required. Then, at the Domiciliary Care meeting, a rare but welcome presentation from SCC procurement on demand for home care, news on AQP and strategic suppliers. Questions were around "where is the contract" – apparently this can be accessed on the Intend portal but also Danielle Bass is currently sending them out to AQP providers.

Again there are some slides available, [contact us](#).

### Calling Registered Managers!

SCA has been running a successful network for Registered Managers for the last two years thanks to funding from National Skills Academy (now part of Skills for Care). When we heard of the new funding offer from SfC for this year (i.e. supported by SfC, chaired by RM's with a very small budget towards venue costs), Alan Willmott who has led these networks consulted on our behalf and there was unanimous support for SCA to continue managing them. So a proposal was put to SCA's Board and, great news!, **SCA will continue to host these networks as part of our subscription benefits**, paid for through SCA. We are now in the process of planning the next dates and also considering whether to include a help line support for our RM's. We recognise the challenging and important role RM's have and SCA is determined to play our part in supporting you.

Non subscribers will be able to access as before but there will be a charge. To register your interest please contact [scas@surreycare.org.uk](mailto:scas@surreycare.org.uk). Existing RMs who have been involved will automatically be included.

## Safeguarding Policy & Procedures

Order Christine Maclean's package of policies and procedures templates and save hours of time in starting from scratch. Available to **subscribers at a cost of £60 and to non-subscribers at a cost of £100** (SCA has to make a charge for these templates to cover the cost of commissioning this piece of work). Please contact the SCA office to purchase 01372 825116

### NHS Tips for getting paid

#### Tips for Invoicing with payment schedules

Upon receipt of the schedule from the CHC team check all names and amounts listed are correct. Use the audit form provided with the schedule to advise of any omissions or deaths/discharges. The changes will be reflected on the next schedule. If there are no changes write "no changes" on the audit form. Sign and date the schedule and the audit form and return to the CHC Team at the Cedar Court address.

Produce an invoice for the exact amount as it appears on the schedule. The invoice must be on headed notepaper ( Do not include any patient identifiable information on the invoice)

Ensure the invoice is dated and has an invoice number. The wording for the invoice should be " FNC and CHC payments for the month of ..... As per schedule = £....."

Submit the invoice to:

Surrey Downs CCG, 99H Payables M135  
Phoenix House, Topcliffe Lane.Wakefield, WF3 1WE

### New Anchor care home opens



Broadcaster Jenny Bond (centre) attended the opening of Anchor's new Moore Place development in Esher late last year.

# Dates for your Diary

## Events open to Subscribers Only:

### Network meetings:

- Farnham Local Care Network - *Thursday 7<sup>th</sup> April*
- Domiciliary Care Providers Network – *Tuesday 14<sup>th</sup> June*
- Older People Network – *Tuesday 14<sup>th</sup> June*
- Learning Disability Network – *Wednesday 2<sup>nd</sup> March*
- Registered Managers Network – *To be announced*

Please note you must be a subscriber to attend our Network Meetings . If you would like to enquire into membership, please contact our membership advisor at [membership@surreycare.org.uk](mailto:membership@surreycare.org.uk)

## Events open to Subscribers & Non-Subscribers:

New dates for these workshops will be released soon. Register your interest at [sca@surreycare.org.uk](mailto:sca@surreycare.org.uk) to be first on the list!

- Preparing for Inspection
- Preparing for CQC's PIR (Provider Information Return)
- Preparing to implement the Care Certificate
- Preparing for changes in Safeguarding

### Surrey Care Association Spring Conference

*Tuesday 17<sup>th</sup> May. Registration from 9:30am, for 10:00am–4:00pm Leatherhead Leisure Centre*

### Surrey Care Association Autumn Conference

*Tuesday 6<sup>th</sup> October 9:30 am–4:00pm Leatherhead Leisure Centre*

### SCA Care Awards Evening

*Friday 18<sup>th</sup> 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](mailto:sca@surreycare.org.uk) or call us on 01372 825 116.

## Farnham Local Care Network

As requested at the last meeting, we have asked Jean Boddy, SCC's Area Director for the Farnham area from Adult Social Care, to talk to us about the locality and developments with Health on the 7<sup>th</sup> April. The network is open to SCA subscribers free of charge. On this occasion non-subscribers can also attend so you can experience the benefits of joining SCA.

Please register your interest with [sca@surreycare.org.uk](mailto:sca@surreycare.org.uk)

## Care provider reference and review sites

A recent article on the Care Industry News website reveals several of the leading online care review sites have committed to making improvements to their sites to give users a more complete picture when making buying decisions. This move follows a call for information by the Competition and Markets Authority (CMA) on online reviews and endorsements.

[For the full article click here](#)

## New SCA website coming soon

It's time for a refresh and new look and so we have commissioned a new web site which we expect to launch at the Spring Conference on 17<sup>th</sup> May . The new site will be a valuable source of information and will feature all the old favourites plus enhanced website listings for our subscribers, more job advertising and supplier advertising. Please take a look at the current web entry promoting *your* business, make any improvements and liaise with Harriet our membership officer so you can benefit from this fresh look website.

## CQC speakers booked for SCA Spring Conference

Deborah Ivanova, CQC's Interim Deputy Chief Inspector South East will be speaking alongside Duncan Stacey, National Reporting Manager, CQC Intelligence Directorate. We will be able to learn how CQC categorises risk and how they pull together their Annual State of Care report.

Adrian Hughes, former Deputy Chief Inspector, has left CQC now and he passed on his good wishes to all at SCA. Adrian has been a regular attendee at our events and has always responded when SCA have raised issues with him. CQC is currently advertising for a replacement.