

Surrey Care

News ■ Information ■ Support E - Newsletter ■ September 2017

Surrey Care Association 

Supporting Social Care Providers in Surrey

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All set for Surrey Care Awards 2017

Deadline for nominations now extended to 6th October!

Nominations are currently flooding in and, responding to requests from many providers, we have now extended the deadline until Friday 6th October. After that final date our judging must begin so please don't be late - get your nominations in now!

Tickets now on sale

Treat your staff to a night out to remember! Tickets for our gala awards event on Friday 17th November are priced at £60 each for subscriber organisations and £75 for non subscribers. Apply for tickets now by downloading the form on our website. Closing dates for ticket applications Friday 3rd November.



And a huge thank you to our sponsors!

We are very grateful to those organisations who have already agreed to sponsor our Awards this year - Nellsar, Berkeley Home Health, Ashcroft, Spectrum & Bidfood, Avery Healthcare, Beritaz, Christie and Co, Care Management Matters & Care Choices, Citation, Felbury House, Shannon Court, Claremont Court and DC Care. You too can join this illustrious list!

Sponsorship opportunities are still available for this unrivalled opportunity to show your support for the sector and reach out to over 600 provider organisations in Surrey. For more details on nominations, tickets and sponsorship opportunities, please visit our [website](http://www.surreycare.org.uk)

In this Newsletter ...

Digital Media UpdateNetwork Reports.....Autumn Conference Reminder ... and more!

SCA AGM & Autumn Conference

Thursday 5th October 2017

Leatherhead Leisure Centre

Don't miss this opportunity to hear CQC's Andrea Sutcliffe speaking on the challenges in Surrey, and learn more about the role of the Social Care Ombudsman, the CMA Review of Care Contracts and the National Minimum Wage/Sleep-in Shift from key speakers at our Autumn conference.

SCA subscribers will be able to vote for new board members. Thank you to all those who have already put forward their names for consideration.

With plenty of networking opportunities and an extensive range of exhibitors, including many of our commercial partners and commercial subscribers, this will be a very useful event for local care providers.

For more information and booking form see: <http://www.surreycare.org.uk/events/sca-autumn-conference-2017>

Meet our commercial partners at the SCA Conference!

[Spectrum – our SCA buying group](#)

Spectrum is a not for profit buying group offering competitive prices to our SCA members. All you need to do is register to join and then place your orders in the normal way identifying yourself as a SCA member for the discounted prices.

See their current offers on www.spectrumconsortium.co.uk

[Cura systems – our technology partner](#)

Cura are offering to SCA members the most comprehensive care home management software. By using Cura's suite of applications, care teams will have more time to care for service users and will feel more confident and reassured in performing their care tasks.

Contact 020 3621 9111 to see how they can help you revolutionise management of care home services.

[ACC TV – our learning and development partner](#)

Using TV televised in the UK, ACC TV provide an interesting way to learn in your care service.

Contact 01908 318990 to focus on sharing best practice via the power of storytelling and visual learning.

[ESS Utilities – saving money and time on your utilities](#)

Highly recommended by several Surrey providers, this company can save you some of the workload as well as make savings on your utility bids. For a free consultation as a SCA member call 01342 835123.

[Chandler and co – brokering funding for your business](#)

No need to shop around yourself. Talk to Chandlers about the many financing opportunities available to you. Call 01622 817484 to arrange a consultation at a location and time convenient to you.

[Citation - Employment and Health and Safety services](#)

Let Citation support you in this complex area of your business. Stay ahead, keeping up to date. Citation also offer SCA regular seminars on key topics. Call 0345 8441111 to get tailored support for your business.

[Royds Withy King – our new legal partner](#)

Some of the names you will remember James Sage, Hazel Phillips and Mei-Ling Huang, all formerly with Burroughs Day are now partners in Royds Withy King offering the same range of legal services. Contact 020 75832222 for a free health-check of your employment contracts and service user contracts.

[Morris Lane – our new accountancy partner](#)

Established for over 25 years, they provide complete accountancy solutions tailored to your individual needs. They aim to provide SCA members with a first-class service, helping them to achieve greater profitability and greater wealth. Contact 01202 715950 to see how they can help you grow your business, pay less tax and realise your ambitions.

Networks Update

Registered Managers Forum

It was great to see so many at the Registered Managers forum held on 19th September and hosted at Whiteley Village. We heard a very topical presentation from Neil Cox, CQC's Inspection Manager on CQC enforcement. With CQC moving into a new phase of enforcement at all levels of provider organisations this gave some very useful insights and guidance for managers. Copies of the slides are available on SCA website. There was a short presentation from Oomph on their social enterprise and their current services in Surrey including new Out and About mini bus outings.



Registered managers forum

Network meetings

The Older People care home network heard a great presentation on how to get involved in research opportunities for care homes. Care homes for older people are encouraged to express their interest and slides are available on our [website](#).

All our networks heard from Surrey Fire and Rescue Services about their range of services. New is the offer of a round table discussion with providers to review a person centred approach to fire safety for all their clients or residents. Contact Bryn.Strudwick@surreycc.gov.uk to book a visit.

Call for evidence to Immigration Committee

Brexit and the future of our EU workforce is a worry for many providers not only in Surrey but across the South East. Here is your chance to submit evidence. It's not a consultation so we need hard facts. Alan Willmott at the network meetings gave guidance on what aspects to cover – it's not necessary to answer all the questions. Slides are available on our [website](#).

A recent edition of Driven by Health magazine (issue 4.3) ran an article on the work of the Care Association Alliance of which Erica is co-chair along with Debbie Le Quesne, CEO of West Midlands Care Association .

See www.drivenbyhealth.co.uk

Learning Disability Network

If there are any Learning Disability providers who have not received the cost of care template to complete do get in touch with us. This is a great opportunity to work with Surrey CC on costs of care.



David Holmes speaking at the Learning Disability Network

Interested in using technology?

Jointly with CURA, SCA plans to host a round table lunch on Thursday 26th October.

We would like to invite some owners/CEO's who would be willing to share their experience (if using technology now) or those interested in thinking about it and exploring some of the challenges/barriers. SCA/Cura then intend to write a short paper exploring the topics discussed at the lunch.

If you are interested in attending please contact the SCA office sca@surreycare.org.uk

Surrey Care Home Sold to Experienced Operator

News from DC Care – one of SCA's Commercial Subscribers

Having been owned by the same family for over 50 years it was a day of mixed emotions for the vendors of Malmesbury House when completion day finally came around in June.

The home, located in East Molesey, had been owned and run by the Gajraj family since 1962 but has been sold to an experienced multi operator who recognizes the tremendous potential of this established and well positioned business.

The sale (as with many care home sales) was not an easy process but the owners were grateful to DC Care for their help and persistence.

Following the sale Dr Haroun Gajraj thanked the team for their efforts:

"Dear Andy & Clare,

Thank you for all of your help and advice with the sale of Malmesbury. Your advice on a number of complicated issues was very helpful in progressing the sale. You both went the "extra mile" and you certainly earned your commission on this one!

Incidentally, I can tell you now that your commission rates are very reasonable. You were both always available when needed, very professional, and you liaised with all parties to ensure that everyone was kept informed.

Good communication often makes a vital difference in these matters. I am personally very grateful, and on behalf of myself and my business partners we wish you and your team well for the future.

Kind regards,

Dr Haroun Gajraj."

Workforce

The workforce project has been going for over six months now and continues to find out more about the challenges that you are facing in recruitment and retention.

As more data is collected that shows the state of the market today and in the future, it is clear how important it is for all businesses to look seriously at their workforce planning, and how it fits into their business plans for the next few years.

The recruitment and retention of team members is the greatest challenge facing your business today, this is the reason why the project is aimed to offer you some best practice advice in meeting this challenge as well as identify target markets and facilitate recruitment through new channels.

To do this we need your help, so we would really appreciate if you complete the workforce questionnaire found at this link <http://www.surreycare.org.uk/news/workforce-questionnaire>.

This will help us understand the state of the market now and will also help you identify areas that you may want to review when recruiting new team members.

The project has been working closely with the job centre, they have asked the providers to help them understand their businesses a little better by sending them a single page with details of the type of work they do, the area they work in, the key skills they need and what opportunities a role may lead to. With so few people unemployed in Surrey this channel of potential workers need to understand the opportunities a role in care can offer and how they can join the industry.

Finally, we would like to remind you to respond to the government request for information about you use of EEA migration in your service

Follow the link and ensure you have sent in your feedback by the 27th October.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/635638/2017_08_04_MAC_Call_for_Evidence.pdf

If you would like further information on the workforce project or feel we can offer you support in your recruitment and retention planning please email workforce@surreycare.org.uk

SCA's new digital marketing strategy

The success of our new website, with its increased traffic and the potential for more promotional features and advertisements for members and our partners, has led us to commission a new strategy.

The results have been excellent showing an impressive number of visitors (4,291) in the period June 2017 to September 2017. Most of these users came to the SCA website organically, thus confirming the high ranking of the page in the Google search.

SCA email communications are part of the new digital strategy and they aim to target specific audiences to maximise the effectiveness of SCA communications while ensuring a continuous engagement. The list of SCA subscribers shows an average Open Rate of 24.5% and an average Click rate of 5.5% going beyond the stats for Not-for Profit Organisations which record an average Open Rate of 22% and an average Click Rate of 3.6%.

Next on list, our social media plan is designed to drive more traffic to our website. In the period June 2017 – September 2017 the SCA social media accounts have been used to promote relevant social care news. An updated content, constant news and increased information have ensured a major engagement to the SCA website.

Following these improvements, we invite you to ensure that your care service information is up to date on our website and also do make sure your job vacancies are advertised on our site. This is an opportunity too good to miss!

Dates for your Diary

Events open to Subscribers Only:

Network meetings at Leatherhead Golf Club:

- Domiciliary Care Providers Network – *Wednesday 29th November 1.30 – 4.30pm*
- Older People Network – *Wednesday 29th November 10.00am-1.00pm*
- Learning Disability Network – *Thursday 30th November 10.00am-1.00pm*

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

Events open to Subscribers & Non-Subscribers:

- **MCA/DoLS Workshop for Managers**
Date to be confirmed Register your interest
- **Managing Safeguarding Concerns within the context of the Care Act 2014**
Date to be confirmed Register your interest.

Surrey Care Association Autumn Conference

Thursday 5th October 9:30 am–3.45pm Leatherhead Leisure Centre

SCA Surrey Care Awards Evening

Friday 17th November 7:00pm–1:00am Epsom Downs Racecourse

Surrey & Sussex Showcase 2018

Wednesday 14th March 9.30 – 4.00pm Brighton Racecourse

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

News in Brief

Healthwatch Surrey event

Epsom and St Helier hospitals want your views and are hosting a showcase event at Epsom Downs Racecourse on Thursday 28th September. For more information visit: www.healthwatchesurrey.co.uk/epsom20202030/

Resources for providers across Surrey

A list of useful resources has been developed to support providers and is available on the SCC website or click here: [SCC support for providers](#)

Fire at Disability Challengers - please donate now

We were so sorry to learn about the devastating fire at the Guildford play centre run by our friends at Disability Challengers earlier in the month. They are now accepting donations to help them to get back on their feet as quickly as possible, and ensure they are able continue their work with disabled children and young people. You can donate on line here: <https://disability-challengers.org/fundraising-giving/ways-to-give/make-a-donation/>

Surrey & Sussex Care Showcase 2018 - date now confirmed

Save the date! Wednesday 14 March at Brighton Racecourse. The event theme is 'Making Connections'. and already we can confirm Andrea Sutcliffe and Neil Eastwood as speakers. Check the Care Showcase website for updates and booking details. www.cashowcase.org.uk/

FREE 90 minute consultation for SCA members by Cura Systems

Is your care service embracing technology?

Is it working for you?

Do you feel technology needs to be utilised but don't know where to start?

SCA is offering an independent, no obligation, 90-minute onsite consultation* - FREE of charge, exclusively for SCA 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 prior to 24th December 2017.