

# Surrey Care

News ■ Information ■ Support Newsletter Issue 22 ■ April 2010

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](mailto:erica.lockhart@surreycare.org.uk)



**Jenni Turner**  
P.A. to Erica Lockhart  
Tel: 01372 825116  
Fax: 01372 825125

Email: [jenni.turner@surreycare.org.uk](mailto:jenni.turner@surreycare.org.uk)



**Rosie Hatton**  
Business Development Manager  
Tel: 01372 825119  
Fax: 01372 825125

Email: [rosie.hatton@surreycare.org.uk](mailto:rosie.hatton@surreycare.org.uk)



**Richard Monnery**  
Business Administrator  
Tel: 01372 825154  
Fax: 01372 825125

Email: [richard.monnery@surreycare.org.uk](mailto:richard.monnery@surreycare.org.uk)



**Melissa Chew**  
Market Analyst  
Tel: 01372 825116  
Fax: 01372 825125

Email: [melissa.chew@surreycare.org.uk](mailto:melissa.chew@surreycare.org.uk)

[www.surreycare.org.uk](http://www.surreycare.org.uk) and [www.surreycare.co.uk](http://www.surreycare.co.uk)

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

# Launch of Surrey Care Awards 2010

Surrey Care Association is delighted to announce the launch of the Surrey Care Awards 2010. With people still talking about the phenomenal success of our first ceremony last year, now is the time to think about nominating your staff and colleagues for one of these prestigious awards.

This year's gala Surrey Care Awards ceremony will take place on Friday 19 November in the splendid new grandstand at Epsom Downs Racecourse. BBC Radio Surrey presenters Mark Carter and Clare Cowan will again be our masters of ceremonies, along with our VIP presenters and guests.

## This year we have 12 Awards categories:

- Activity Coordinator of the Year
- Ancillary Worker of the Year
- Beyond the Call of Duty (Residential Care)
- Beyond the Call of Duty (Care at Home)
- Learner of the Year
- Lifetime Dedication Award
- Manager of the Year
- Support Worker of the Year
- Young Care Practitioner of the Year
- Creative Innovation (Individual or team)
- Creative Training Solutions (Individual or team)
- Excellence in Dementia Care (Individual or team)



*Last year's Surrey Care Awards winners celebrate in style!*

Nomination forms will be available to download from our website in May or call Jenni Turner on **01372 825116**. Nominations must be returned by Friday 24 September 2010.

Tickets will be available on a first come first served basis, you can register your interest now with Jenni at [jenni.turner@surreycare.org.uk](mailto:jenni.turner@surreycare.org.uk)

If you would like to sponsor an Award or an element of the Awards Ceremony please call Erica Lockhart on **01372 360593** or Rosie Hatton on **01372 825119**.

**Don't forget! Surrey Care Association's Spring Conference 19th May**  
Register now – please see flyer with this newsletter

See Inside: ■ Providers' Top 10 Challenges ■ Showcase Round-Up ■ Project Updates

# Providers' Top 10 Challenges for 2010

The team at Surrey Care Association has identified what we think are the top 10 challenges for providers during 2010/11 and we will be aiming yet again to deliver a programme of conferences, workshops and seminars to help you tackle these issues that are fundamental to business survival and success.

## 1 Re-registration, Re-registration

### - *What you need to do between now and October*

We offered the CQC session on 2 March as a starter followed by mini workshops in late March. We will be keeping providers up to date through the website, network meetings and Surrey Care Advice service.

## 2 Dementia Strategies - *What's in it for you?*

Understanding the implications for providers of the new strategies for older people and people with a learning disability. Watch out for the chance to train Dementia facilitators in July.

## 3 Business Skills Development

### - *Making sure your business is fit for purpose*

In a changing market place it's essential to have a business plan that is going to continue to underpin your day to day business decisions as well as shape your strategy.

## 4 Leadership - *Having a business plan is just the beginning*

Leading your staff through change, new activities, different practice etc, and inspiring them to do better is what makes the plan happen.

## 5 Competing for Business

### - *All you need to know about tendering for contracts*

We believe SCC will be adopting a more rigorous approach to tendering and if you want to secure current business as well as win new work you will need to know the process and tricks of the trade to keep you in the game. Understanding your costs and how to work out a competitive price for forthcoming tenders for continuing care and later for Domiciliary Care – workshops to support you are planned in very near future.

## 6 Knowing your customers

### - *Putting person centred planning and care into practice*

We can all talk the talk but can we demonstrate that through knowing our customers we can deliver the kind of support they really want and secure positive outcomes for them?

## 7 Raising the quality of services

### - *CQC have thrown down the challenge*

Local authorities, Surrey included, have been told to raise quality through their commissioning process. What does this really mean for providers?

## 8 Surrey County Council's Commissioning Plans

### - *How do you respond?*

This year SCC will be pulling together its long awaited commissioning plans. This will be a signal to the market of the kind of services required. How can we help providers respond? Our new market development project working with Surrey University kicked off in April for two years.

## 9 De-registration, De-registration

### - *So far more talk than action*

That's been the case for the last two years in learning disability services. But, as residential referrals continue to diminish and new supported living providers come in, it's going to be crunch time for many providers. Are you in or out of the market this year? Whatever you do, you'll need a plan of action.

## 10 Self Directed Support and Personalisation

### - *The consumer revolution has arrived*

SDS is going to be rolled out this year, SCC are moving forward at a pace, it's a government priority. How will your business fare in a market driven by hundreds of individual purchasers? This is where business planning and leadership, a quality service and a degree of courage will all combine to keep you in the game.

Surrey Care Association aims to help providers make sense of all these challenges in 2010 through its programme funded by the Adult Social Care Grant.

# Update on Learning Disability Project

— by David Claridge, Senior Associate, Surrey Care Association —

Two years on from the start of this project it's time for an assessment of what has been achieved. Founded originally on the notion that a wave of de-registrations would flow from SCC's signal of a switch to supported living, it's no surprise that the project has not delivered any switch from residential care to supported living. Nor could the project deliver this as it's for individual providers to judge whether they should change their business model.

What the project has done is demonstrate the formidable complexity of de-registering a going concern residential home to become a supported living scheme. Many professionals in the social care world nationally have underestimated the complexity and risks for providers associated with doing this. And, in fairness it's not the professionals' job to understand the providers business model, their job is to look after the interests of the service user.

A combination of regulation (CQC and Housing Benefit rules), human rights interests (consultation) and, of course, finance has mired the whole process in a degree of complexity that is frankly beyond the ability of smaller businesses to deal with. Added to this the offering from SCC requires providers to take on all the risks associated with change. In consequence there is, within the County, inertia in the marketplace. Many providers are hanging on hoping that this change in policy will burn itself out. Sadly this is not going to happen as SDS will not include accommodation costs and HB is not payable to people living in residential care.

The results will be a steady decline over coming years in the number of residential homes as unfilled vacancies tip a business into insolvency and there is unlikely to be any real desire by investors to buy these up as going concerns. Some homes, once closed, might lend themselves to being reopened as supported living (group homes). Beneath all of this lies the fact that whilst in the past residential care offered a degree of certainty to lenders in terms of a guaranteed income flow, the supported living model does not offer lenders the same kind of comfort. In short the future looks like you're either in the housing market or you're in the social care support worker market. Whilst owning both kinds of business can work they will not operate in a way that mutually supports each other and so they each need to be viable in their own right. Providers cannot for instance rely on social care income to support a shortfall in housing rents as they may not keep the social care business however good it is.

So, what have we achieved? Providers are better informed about the shiny new policy of supported living. They understand it's a complex business decision and have been given a clear picture by SCA as to just how complex it is. As I've said before, it may be that de-registration is "only for the brave".

I think we've also increased the level of understanding of social care professionals in terms of the complexity of the issues involved for providers in de-registering and securing funding for a supported living model of service. Along the way we've had the opportunity to brief you on a raft of other issues related to delivering services for people with a learning disability adding to your breadth of knowledge.

The coming year offers an opportunity to change step in terms of the support SCA offers providers. The knowledge we've gained about supported living will be refreshed but it's time to focus on the other challenges ahead that we've pinpointed in our top 10 challenges.

We're also going to try to extend our reach starting a virtual network through the new SCA website and begin blogging so you can catch up with an informal take on what's happening rather than wait for the next network meeting. Some of you find it hard to take time out to come to network meetings so the internet is a way we might keep you up to date with what's going on.

## Re-registration Update

We've already made a good start having offered the CQC "Denbies" briefing sessions to 240 people on 2nd March. We've also rolled out the CQC briefing via another six workshops held by the Surrey Care Association team of Senior Associates, reaching 120 more people.

We're now creating a page on the SCA website so that people can easily keep up to date with what's happening and with links to enable you to download some of the shorter guidance on specific aspects of registration that we believe are "must have" downloads.

For those of you that were unable to get to one of the workshops, here's a short update. For more information visit the SCA or CQC website. Between now and July, providers of social care will be invited to apply for registration

# Update on Older Peoples' Project

by Valerie Smith

The project which is jointly funded by Surrey County Council and Surrey Care Association is now in its second year and it seems an appropriate time to reflect on what has been achieved as well as the challenges for the coming year. It is important that the project is not seen in isolation but is seen as a building block to support the Transformation of Social Care. Its principle function is to inform support and engage with Social Care providers in Surrey. In addition it supports the need for and encourages both SCC and the PCT to have a dialogue with independent providers.

## Achievements

The project has had significant success in the further development of the both the Domiciliary Care and Older People Network Groups. The number of providers attending these meeting continues to grow with in excess of fifty providers attending the meetings in February. It is also encouraging to see the number of new providers who attend.

We have recently asked providers for feedback on the content, format and frequency of the network meetings. The outcome was positive. All the attendees found the meetings useful and were happy with the frequency, format and content. There were some useful suggestions to enhance the content these included sharing best practice, discussion items and additional time for networking. We have introduced an opportunity to share best practice and are currently making changes to address the other issues.

In addition the project manager has supported some developments for joint working between SCC and Surrey PCT. Examples of this include membership of the working group developing a joint strategy for Older Peoples Mental Health and Dementia Services and also the Care Home Project Group. Working in this way ensures that the voice of providers in the Independent sector is included in the debate. A number of focused workshops have been held to explore individual topics and develop managers' and proprietor's skills.

We held our first Registered Nurses network meeting in March which was well attended. We intend to hold three meetings during 2010/11.

Some initial work has been undertaken to develop a database of care homes which identifies care homes who we do not have contact with. Making contact with these providers and developing a similar database for Domiciliary Care providers will be a key objective for the coming year.

## Where Next?

Future work will need to continue with and build on current achievements, enhance and improve the engagement with providers and support them to address the significant challenges in 2010/11. This will include:-

- Continuing to develop relationships with key stakeholders. This will include PCT, SCC, Procurement Hub and the Strategic Health Authority.
- Review and update the Providers Guidance and Toolkit which is now nearly two years old.
- Agree a marketing plan to encourage contact with providers who do not attend network meetings or training sessions
- Agree an action plan to continue to support providers to implement the National Dementia Strategy and Person Centred Care. This will need to include staff training and development, environmental issues and developing Dementia leads. Developing specific programmes for Domiciliary Care will be a priority.
- Our recent End of Life Care Conference identified the need for closer working with health and we will be looking at how we can support this.
- Supporting providers to recognise the implications of the Health and Social Care Bill 2008/9. This will include the process for re-registration, de-registration and the registration of new services.

We will need to continue to brief you on developments and ensure that the programme funded by the Adult Social Care Grant continues to support you in addressing the challenges in 2010/11. I look forward to continuing to work with you over the next year.

under the new legislation that will become effective on 1st October. CQC will contact you as they are inviting applications in batches, with 3 and 2 star providers invited to apply first.

Once you have been invited to apply you will have four weeks to submit your application. The application form (sample now on the website and guidance on completion on CQC website) is brief and requires a declaration of compliance with the new regulations to be completed on-line (rather like self-assessment tax returns).

CQC have said that declarations should be an honest picture of your own view of compliance and that if a provider is not able to say they are compliant in any area, they should say so explaining the steps they are taking to achieve compliance and by when.

There is more we can tell you from the briefings but we don't have the space here, so why not visit the SCA website and read more?

# AT-Learning Update

For those of you who have attended the first network meetings of the year, you would have been introduced to our new online booking system, AT-Learning. AT-Learning has been purchased to handle all bookings for the Adult Social Care Grant training programme and is being administered by Richard Monnery in SCA office.

Bookings are now being processed by the new system. This does mean that all email correspondence will now come directly from the new system and will show up in your email inbox as 'do\_not\_reply@at-learning.org'.

We had experienced some initial technical difficulties when the system was first made live, which we are happy to report are now resolved and all bookings are now being processed with ease.

Once phase one has completed, all care providers will be able to book their own staff members onto their desired courses for phase two. This means that speed of confirmation on course allocations will greatly increase and care providers will have access to more information and will be able to view management reports on all courses and be able to print a copy for your files.

During the summer SCA will use the help of a pilot group to aid with the transition of care providers performing their own bookings. With the pilot group SCA will be able to expose any difficulties that care providers might face when using the system.

Please remember that it is very important that all care providers have an email account as the new online system is web based and heavily dependent on email.

## Networking at Work!



*Packed house at February's Domiciliary Care Network event.*

*Check out details of all our Network events in the What's On section of [www.surreycare.org.uk](http://www.surreycare.org.uk) or see the handy reminder under Dates for Your Diary in this newsletter.*

# Record Turn out for Showcase 2010

by Sarah Pearce

A record 900 delegates from across Surrey and Sussex registered to attend Showcase this year...



Lord Lieutenant of West Sussex Susan Pyper cuts the ribbon to open the Showcase 2010

...a clear indication that, even at a time of economic downturn, local social care providers are looking to protect the future of their services to the community. Showcase's programme of top level seminars and high profile nationally recognised speakers has been hailed as a great success by all who attend.

The Surrey & Sussex Care Showcase 2010 was sponsored by Surrey County Council, Skills for Care Surrey and Sussex, Surrey Care Association, East and West Sussex County Councils, Brighton & Hove Council and West Sussex Care Training Consortium.



Brigid Sedour and Khaled Gosheh (centre) from Hailsham House sample hot food at the Apetito stand



Lisa Mack and her Showcase team ensured the event ran smoothly

“I was very impressed with volume of people who came along and they were all very keen to ask us questions and join our database which was good news for us”

Heather Haddelsey – ACAS



Mike Choy (left) Proprietor of Broome Park Nursing Home checks out a new range of crockery suitable for people with dementia at the 3663 stand

Speakers this year included Mike Padgham, Chairman of the United Kingdom Home Care Association, talking about the future of domiciliary care; John Dixon, Director for Adults and Children's Services at West Sussex County Council, and Past President of ADASS on joint commissioning; Jeff Jerome Director of Transformation sharing his ideas for provider development of services and Deborah Sturdy, Nurse Adviser for Older People at the Department of Health, updating delegates on the progress of the national dementia strategy for care homes.



John Dixon speaking on joint commissioning



Carol Oxley-Shaw from Cherchefelle Housing Association (centre) chats to SCA's Rosie Hatton and Richard Monney



The ACTS - Assist Care Training Services team showed visitors the range of quality training services they offer



Well attended seminars at the Showcase

SAVI's Katherine Bacon and Katy Kirton opened our eyes to visual impairment

“Many thanks, the show was very informative”

Charlotte Allfrey – Rhymecare Ltd



Thelma Edwards and Jenny Chay from NHS Oral Health Promotion Teams helped visitors brush up on oral hygiene



Jennifer Dickens of CQC outlining the new registration process

“This is the first time we have been here and we are very pleased with the level of interest in our service”

Elaine de Klerk – Assist

The Advice Service was set up in December 2008 to advise and support care providers with improving their services, raising their CSCI rating and thinking through the implications of the transformation agenda for their services and businesses.

Over the past 15 months, SCAS has been in contact with 80 services, including all those with a zero or 1 star rating. 47 services took up the offer of assistance, the majority being residential care homes and care homes with nursing. The nature and amount of support provided by SCAS Advisers has varied according to the specific needs of its customers. Interventions have ranged from a one-off visit or 'phone call to more intensive support provided over a period of several months.

A recent evaluation of the Advice Service, carried out by means of structured telephone interviews, has provided some useful feedback about the value and impact of the work Advisers have carried out with proprietors and managers. 33 evaluations have been completed to date, 19 of which were from services with an initial CSCI rating of poor or adequate. It is very encouraging that 12, (63%), of these have subsequently received an improved star rating, 4 are awaiting a further inspection and only 3 have an unchanged rating.

Feedback from these providers indicated that they valued both the personal qualities of the Advisers and the support they gave to help them to address specific issues and areas for improvement. These included support to complete their AQAA, with care planning, staff development and training and performance management.

The evaluation also indicated that providers which contacted SCAS for general advice and information, (mostly services with a 2 or 3 star rating), found the service useful and the Advisers effective.

The coming year provides new opportunities for the Advice Service in terms of the support that can be offered to care providers. With greater pressure from CQC through the re-registration process, there will continue to be providers who need support to identify and address areas for improvement. For the next six months the Advice service will focus its efforts on assisting small-medium sized providers, particularly those with a poor or adequate rating, to understand the process for re-registering their services and what they need to do, and to identify and address areas for improvement.

Going forward with a reduced budget, the model for the Advice Service will be for Advisers to provide coaching and mentoring support to proprietors and managers to enable them to complete the process for re-registration and to make necessary changes and improvements to their services themselves. Where necessary, Advisers will direct care providers to further sources of information and support.

If you think you would like some help from the Advice Service, please contact Sarah Pearce, SCAS Project Manager by email at [sarah\\_t\\_pearce@yahoo.co.uk](mailto:sarah_t_pearce@yahoo.co.uk) or Jenni Turner at the SCA main office.

# Implementing the National Dementia Care Strategy

## Dementia Care Training 2010 /11

The publication of the National Dementia Strategy and the predictions that one in three people will develop some type of Dementia means that we need to continue the support for providers and staff to raise awareness of the disease, meet the requirements of the national strategy and recognise the need for person centered high quality care.

In the last year our focus has been on supporting people to understand the requirements of the National Dementia Strategy and the impact this will have on service delivery and staff training. Our Dementia conference in September included sessions on the strategy, environmental impact, staff training, person centred care and the outcome of two local projects.

Our second conference in February built on this by raising awareness of dementia and its associated behaviour. We were very fortunate to include a session on the carer's perspective and the local approach being adopted by Surrey PCT and Surrey County Council. These conferences were well attended (60 delegates at each conference) and received very positive evaluation.

In addition to the conferences we also ran four individual workshops on person centred care for people with dementia and four linked workshops which covered these issues in more depth and supported people to introduce change in their own organisation. The linked workshops mirrored the content of the dementia care modules being developed by Skills for Care for the new qualification framework. A total of 120 people attended these workshops. Again the evaluation was very good. In addition we ran a number of one day study days for front line staff which provided an introduction to and raised awareness of the needs of people with dementia.

## Where Next?

We now need to build on this and support staff to continue to develop services to

address the needs of service users. Our objectives for the coming year are twofold. Firstly we want to focus on developing the skills of care home staff and support them to deliver person centred care in their own organisation. Secondly we need to explore the needs of staff working in domiciliary care and develop training programmes to meet their specific needs.

We have commissioned Stirling University to deliver *Dementia: a six part self-study course for care home staff*. This course has been developed in conjunction with care home staff to ensure that the content is relevant to them. Its purpose is to help provide the best care for people with dementia in care homes and to develop existing skills.

This is a self-study course with group discussion and support from trained facilitators. It is grounded in existing practice and includes six self-study workbooks with background information and exercises to complete.

The topics covered include:

- The person and dementia
- Seeing the person
- Communication and behaviour
- Support for the person with dementia, family and carers
- Health and well being
- Legal aspects and issues in relation to dementia.

For the individual completing this programme it can contribute towards an NVQ. For the organisation, training your team in caring for people with dementia helps you to meet the requirements for registration with CQC.

Our intention is to train 20 facilitators (one per home). This is a two day programme delivered locally by staff from Stirling University. These facilitators will then support eight care staff in their own organisation to complete the study course and achieve certification from the university. In addition to the work books staff will also take part in group discussion will supported by the facilitator. The university will provide advice and support to the facilitators throughout the course. Working in this way will ensure that, by February 2011, 160 staff will have completed the course.

Our intention is to run the two day facilitators' course in July and start the care home staff course in September. If you are interested in being involved in this programme please email me and we can discuss the criteria for facilitators and provide you with more detailed information. ***Please contact me by 5th May 2010 at the latest.*** Please see flyer included with this newsletter.

## Domiciliary Care

We have had some initial discussion with Jackie Pool Associates about developing a programme for Domiciliary Care and intend to convene a small working group to take this forward. I anticipate that the group will meet twice. ***If you are interested in being part of this group please contact me as soon as possible but no later than 30th April 2010.***

Valerie Smith

- Senior Associate Consultant  
[valerie.smith@surreycare.org.uk](mailto:valerie.smith@surreycare.org.uk)  
Mobile: 07889 396278

## Ashton Lodge gains IIP award

Staff at Ashton Lodge in Sunbury are celebrating achieving their first Investors in People award. The Investors journey took 12 months and the cost was funded by Surrey Care Association through the Adult Social Care Grant.

The 3-star home employs 100 staff to look after 100 elderly frail and dementia residents. Manager Wendy Hurley said the IIP team praised the home's clear and well articulated vision and its effective use of Key Performance Indicators.

"However IIP is much more than about achieving targets," says Wendy. "The positive feedback given by our staff to the IIP team show that they feel valued and I believe this is a vital component of our home's happy working atmosphere which is reflected in the high standards of care our residents enjoy."



The staff at Ashton Lodge celebrate their award

# Broome Park reaps the benefits of Apprenticeships

A case study on Broome Park Nursing Home in Betchworth is featured in the latest national Skills for Care Apprenticeship Newsletter.

Rebecca Choy, Head of Care at Broome Park took on care apprentice Gemma Sisman last August and already Gemma has ambitions to become a registered mental health nurse.

The Apprenticeship scheme proved such a success that Broome Park has also recruited Marcus Carey as an apprentice in Business and Administration, and are currently recruiting a catering apprentice to join the team of more than 60 staff. "Training and learning is at the heart of our organisation and at Broome Park, we see the value and potential of youth", says Rebecca. "The Apprenticeship scheme offers younger adults opportunities to gain practical experience and a recognised qualification."

Broome Park is also one of the region's pilots focusing on non-care roles within a care environment. They are particularly interested in building on their training programme to further develop apprentices' mentoring.

For the full story see [www.skillsforcare.org.uk/apprenticeships](http://www.skillsforcare.org.uk/apprenticeships)

## KTP Project gets underway

SCA is pleased to advise providers that our bid for KTP (Knowledge Transfer Partnership) two year funding has been agreed and Surrey University has appointed Melissa Chew to work with SCA as a market analyst.

Melissa has a MSc (Distinction) in International Marketing Management and will be working on a development strategy for SCA and its support for the Surrey Social Care sector, enabling the association to build on its strong performance to date and develop further in the challenging times ahead.

Working from our Leatherhead office, Melissa will be assisting us with implementing a strategic marketing plan which will involve her in researching the social care sector, identifying areas for development, market analysis, building a database of all stakeholders in the social care community, writing articles for the trade press and supporting conferences to share learning for social care businesses, public sector partners and academia etc.

Knowledge Transfer Partnerships are collaborative projects between a university (in our case Surrey) and a company partner (SCA Ltd) providing the opportunity to manage a clearly defined project within a company, transferring knowledge from Surrey University whilst fast-tracking careers by benefiting from business based projects.



Melissa Chew

## Surrey picked as a Trailblazer

Surrey County Council has been chosen to test a national policy that aims to give more choice and control to disabled residents over the care and support they receive.

The Office for Disability Issues has announced that SCC and its partners have been designated as an official Trailblazer for the Right to Control scheme. It's the result of a joint bid by the county council, Surrey Independent Living Council (SILC), the Surrey Coalition of Disabled People and Jobcentre Plus.

This scheme is about offering services to disabled people in a different way, enabling them to make decisions about their support packages and leading their lives in the way they want to.

Of course, a person who is perfectly happy with their existing arrangements can continue as they are. If someone wants to mix and match different services – such as social care, help finding work, housing services - and wants to take a more active role in buying and arranging different aspects of their care, then they will be able to do so.

The Office for Disability Issues (ODI) is leading this project. ODI is a cross-government unit which co-ordinates the work towards the government's vision of equality for disabled people by 2025.

You can read more about the Right to Control on the ODI website, including a list of all Trailblazers:

[www.odi.gov.uk/right-to-control](http://www.odi.gov.uk/right-to-control)

## Carewatch strengthens team and commitment to quality

Carewatch Care Services Ltd continues to focus on excellence across its network by announcing the appointment of two new Quality Auditors to its national audit team: Tina Hall and Neil Murray.

Tina has 21 years' experience in the application of Quality Management Systems including ISO, and has held quality management positions in the blue-chip recruitment industry. Neil worked in adult and child social care and local government for 13 years, undertaking roles in business and service support as well as other positions. In their new capacity as Quality Auditors, Tina and Neil will help Carewatch realise its ambitious CQC rating targets.

Carewatch has a history of high standards in the provision of quality care and support. The East Surrey office, which has been providing care for over 10 years, has held a three-star CQC excellence rating since 2008.

Carewatch East Surrey Director, Christine Hill, recognises the importance of continual improvement. She says: "We seek to build on our already high standards by developing and expanding our

recruitment and training procedures to accommodate the flexibilities of self-directed support and challenges surrounding home care dementia provision at a local level.

"Our Training Manager is already undertaking her accredited Preparing to Teach in Lifelong Learning Sector (PTLLS) training, and our induction training package is undergoing accreditation to ensure we meet the highest standards of care delivery. These initiatives are all essential components in our quest for continuous improvement in our delivery of high quality care and support."

Carewatch were Gold sponsors at the Surrey Care Awards 2009 and a valuable part of their sponsorship package was continuing promotion within SCA publications. If you are interested in sponsoring the Awards in 2010 please get in touch with Rosie Hatton or Erica Lockhart.

## ■ Medical device warning from Department of Health

We have received a copy of a Medical Device Alert that relates to the above device. Please visit the link below for more details.

<http://www.mhra.gov.uk/Publications/Safetywarnings/MedicalDeviceAlerts/CON071277>

## ■ SEEDA funded business opportunity

South East Business Innovation and Growth provides focused support for companies which have the potential to innovate and grow significantly.

Whatever the size or nature of your business, if it has the potential, desire and capability to innovate and grow, then a package of expert support is available through our locally based Innovation and Growth Teams (IGTs).

For more information visit [www.innovationgrowth.co.uk/registration/step/1](http://www.innovationgrowth.co.uk/registration/step/1)

## ■ New national care recruitment website

A new free service funded by the Dept of Health is helping employers make contact with prospective recruits in their local area.

CareJobFinder.org will also identify any prospective recruits who could qualify you for a £1,000 cash subsidy under the Care First Careers initiative for each younger unemployed person you take on.

The service is operated by United Kingdom Homecare Association Ltd in partnership with Department of Health and supported by members of the Care Providers' Alliance.

For more information visit [www.CareJobFinder.org](http://www.CareJobFinder.org)

Remember Surrey providers can also advertise their job vacancies free of charge on [surreycare.co.uk](http://surreycare.co.uk) contact [Richard.Monnery@surreycare.org.uk](mailto:Richard.Monnery@surreycare.org.uk)

## ■ CSV Volunteers

CSV is now one of the UK's biggest and most established volunteering organisations and its full-time volunteers are carefully selected and matched to your organisation's needs. Its aim is to offer an ongoing supply of volunteers all year round, thereby taking away some of the stresses and strains of finding people to help you. In addition, CSV can provide the following services: interviewing and risk assessment of volunteers, quality assurance and monitoring, and insurance.

For more information call **01223 728460** email [solutions@csv.org.uk](mailto:solutions@csv.org.uk) or visit [www.csv.org.uk](http://www.csv.org.uk)

## ■ Laing & Buisson New Awards

The Independent Healthcare Awards, held in September, aim to highlight the range of achievements within the independent healthcare sector and pay tribute to those individuals and teams who have demonstrated outstanding excellence in their fields of work.

The new Independent Specialist Care Awards, to be held in February 2011, recognise innovation and excellence amongst independent sector providers of services for learning and physically disabled adults and adults with mental health problems.

For more information visit [www.laingbuisson.co.uk/](http://www.laingbuisson.co.uk/)

## ■ Tendering updates

SCC are arranging an information event about the forthcoming domiciliary care tender. It will be in early May, date being planned. Check out What's On and all providers will be emailed.

The tender is now open for **continuing care** for nursing homes. Those who have already looked at the paperwork are finding it rather daunting but we have learnt that half of the spend on continuing care is in Surrey i.e. £20million so it is business worth tendering for.

To assist we have commissioned two seminars to support completion of the financial aspects of the tender. These workshops are scheduled for 26th April.

## ■ Skills for Care

Skills for Care is running a series of Accolades workshops. The Surrey date is 29 April in Leatherhead from 10.00am – 12.30pm (with working lunch). Contact Karen Stevens on **01903 752280** or **07969 749451**.

## ■ NCPA Event

Over 50 providers, many from Surrey, attended this useful one day workshop covering a range of topics. NCPA is linked to Spectrum, SCA's buying partnership. Visit their new website: <http://www.spectrumconsortium.co.uk/>

*Erica Lockhart speaking on funding opportunities at the National Care Provider Association event in January*



## ■ SCA and Concessionary Travel launch new project

Presentations on this imaginative travel project resulted in many providers expressing interest in joining the pilot. We have now secured funding from Surrey County Council, Jeff Jerome, Director of Transformation and Passenger Focus. We are now scheduling the workshops and will be contacting those who expressed interest in participating in this innovative new project.

For more information contact [Jeff.Garga@concessionarytravel.com](mailto:Jeff.Garga@concessionarytravel.com)

### Flyers with this mailing

- Spring Conference
- Dementia Self Study Course
- SCAS Providers' Letter

### We need your help!

Jenni Turner and Richard Monnery will be taking part in the Crossroads Care Superhero Abseil on Saturday 5th June to raise money for unpaid carers in Surrey.

Crossroads do a fantastic job and we want to raise as much money as possible for this great cause. Please log on to <http://www.justgiving.com/Jenni-Turner> to sponsor us!

Thank You

## Dates for your Diary

Event	Date & Time	Venue
Don't forget to check out our events on <a href="http://www.surreycare.org.uk/calendar.html">www.surreycare.org.uk/calendar.html</a>		
Domiciliary Care Tendering Event	tbc	tbc
Older People Care Homes Network	Tuesday 11th May	1.30pm – 4.15pm Leatherhead Golf Club
Domiciliary Care Network	Wednesday 12th May	1.30pm – 4.30pm Leatherhead Golf Club
Surrey Care Association Spring Conference	Wednesday 19th May	10.00am – 4.00pm Leatherhead Leisure Centre
Learning Disability SCA network and SCA/SCC joint workshop	Tuesday 15th June	10.00am – 3.30pm Leatherhead Golf Club
Physical & Sensory Disability Network	Please register interest for future meetings	
Surrey Care Association Autumn Conference and AGM	Thursday 18th November	9.30am – 4.00pm Leatherhead Leisure Centre
Surrey Care Awards Evening 2010	Friday 19th November	6.30am – 12.00pm Epsom Racecourse

Network meetings: contact [jenni.turner@surreycare.org.uk](mailto:jenni.turner@surreycare.org.uk)  
Conferences: contact [lisa.mack@surreycare.org.uk](mailto:lisa.mack@surreycare.org.uk)