

# Surrey Care

News ■ Information ■ Support Newsletter Issue 23 ■ July 2010

Surrey Care  
Association 

Supporting Social Care Providers in Surrey

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## Spring Conference Report

Our Spring Conference on 19th May at Leatherhead Leisure Centre welcomed 85 delegates and 25 exhibitors.

SCA's Chief Executive Erica Lockhart announced that Surrey County Council had confirmed grant funding for 2010/11 and also that SCA had won the contract for Skills for Care TSI funding again. Erica then went on to outline how the funding will be used to benefit providers through initiatives such as a full programme of training courses, workshops and events; online training support through the SCILS website; projects to support key sectors including Learning Disability; Older People; Domiciliary Care and a new project for Physical and Sensory Disability and much more.

Guest speakers covered a wide range of topics. Mark Pearson of Surrey Economic Partnership gave an overview of the wider Surrey economy, the challenges and the opportunities and how health and social care continues to be an essential sector for the county. Caroline Farrar and Caroline Jones from Surrey County Council gave an update on the progress of the Personalisation and Self Directed support agenda. Eve Harper of SCILS (Social Care Information Systems) showed how providers can make the most of the SCILS website and Peter Grose of Lester Aldridge LLP summarised the CQC legislation and regulation process. There was also a useful talk on marketing your business from Dr Sue Halliday at Surrey University and a timely presentation from Jane Coward at ACAS on helping to reduce absence and sickness at work.



*Plenty of networking opportunities in the exhibitors' hall.*



*Presentations from our guest speakers aimed to keep delegates up to date and informed.*

Our thanks go to all speakers and exhibitors. The presentations from the event are available on our website [www.surreycare.org.uk](http://www.surreycare.org.uk) under Downloads.

SCA promotes the interest of all social care providers in Surrey at a local, regional and national level. There is no charge for membership of SCA and we actively encourage organisations/companies to participate in our governance by becoming members to ensure that we continue to represent the interests of all independent and not-for-profit providers of adult social care in Surrey. Fill in the enclosed Surrey Care Association Limited Membership Application and Nomination of Representative form today to ensure that a nominated representative from your organisation/company may attend and vote at the AGM on 7th October.

**Book Now for Autumn Conference & AGM – Thursday 7th October at Leatherhead Leisure Centre. See Flyer with this newsletter**

See Inside: ■ **Surrey Care Awards** ■ **Network updates** ■ **TSI Funding**

# Use it or lose it

## - Stake your claim for TSI funding now!

SCA has just been awarded the TSI contract for 2010-11 and providers can now submit claims for some mandatory training, NVQs and induction training carried out from 1st January 2010.

With funding increasingly tight, TSI (Training Strategy Implementation) is a really good source of funding for ALL employees as non-EU are also eligible. Please submit your claims to Jenni Turner in the SCA office as soon as possible so that we can submit early and not miss out. If you have not already registered with Surrey Care Association as a TSI partner you can download our partnership form from our website [www.surreycare.org.uk](http://www.surreycare.org.uk) under Funding.

It is worth noting that according to Skills for Care TSI guidelines, for an establishment to be eligible for TSI funding in 2010-11, the following three criteria must be met:

1. An establishment which has completed an NMDS-SC organisational record before 1 April 2010 must fully update its organisational data.
2. The establishment must fully complete individual NMDS-SC worker records for a minimum of 90% of its total workforce (this includes any staff who are not care-providing). Note it is 90% of the numbers recorded on the organisational data record.
3. Individual records for workers completed before 1 April 2010 which are included in the 90% calculation must be both fully completed and updated.

For further information on TSI criteria see [www.surreycare.org.uk/downloads](http://www.surreycare.org.uk/downloads)

# Update on Older Peoples' Project

by Valerie Smith, Senior Associate Consultant

The numbers of people attending both the Older Peoples' and the Domiciliary Care network meetings continues to increase and it has been good to see that some of these providers are new to Surrey. However there are still a number of providers who we never see. Our challenge for the autumn is to try to contact them and invite them to come along to a meeting. You can all help with this by telling colleagues about the benefit of the network and encouraging them to attend.

The agenda for the last few months has been full. In addition to Re- Registration with CQC and the PCT tender for Continuing Healthcare we have been able to provide input to a range of topics with both the PCT and SCC. Thank you to all of you who took part in the surveys and responded to the requests for further information. We have now raised our collective concern about the SCC Key Performance Indicators and are compiling the data in respect of late payments and lack of assessment for continence and funded nursing care with the PCT.

We are just finalising the arrangement for a small working group to develop a dementia training programme for staff working in domiciliary care. We have invited Jayah Shah the Lead Primary Care Pharmacist NHS Surrey to our September meeting. He will discuss the work the PCT has undertaken in relation to Medicine Management in Care Homes and highlight suggestions for improving this service. This will give providers the opportunity to influence future services. The PCT has also updated its guidance for On Demand Availability of Drugs for Palliative Care. A copy of this document is available on the SCA website.

In March we held the first meeting of the registered nurses network. This was well received and a second meeting is planned for September 20th. We are currently discussing with the PCT how we can include some clinical updates in this meeting.

Implementing the End of Life Care Strategy continues to be a challenge. The National End of Life Care Programme (NEoLCP) has recently published the first in a series of practical guides for health and social care staff involved in end of life care. The guide Route to Success: achieving quality end of life care in care homes follows the six step end of life care pathway from initial discussion about end of life care to the care provided to the resident in his or her final days and support for the family after death.

The guide includes the questions staff and managers should ask about the end of life care provided in their care home and the employees' role in that care. Each chapter is linked to the End of Life Care Strategy Quality Markers. This provides a very good resource as a framework for discussion with residents but also for staff training and development. I have requested that any future guides should be sent to us. This document is available on the SCA website. Mark Ellis Head of Social Care Banking Services at Lloyds TSB will be presenting at the Older Peoples Care Home network meeting on 14th September on "What makes a successful care home". Mark has recently written the bank's lending strategy and will also share with us some of his experiences of new innovations around the country. Mark is currently working on a similar strategy for Learning Disabilities which we hope to hear in the near future to guide providers wanting to make investment decisions in this area. Mark is also a Gold sponsor for our SCA Awards this year and his team has helped at Business Planning seminars for us.

# SCA hosts Dom Care information event

SCA were pleased to organise the Domiciliary Care Tendering information event for providers to ensure as much information was known about the tendering process.

Jenna Crombie, Charlotte Priestman, and Alistair Hinde from SCC Procurement explained the forthcoming tender and the hours that were available in each zone. Charlotte explained how Bravo worked and this first stage was the PQQ – the Pre Qualification Questionnaire stage. Alistair Hinde took many questions from the packed audience, over 120 people attended.

Anne Butler Assistant Director Commissioning in SCC also explained the strategy to enable more people to remain at home and showed a graph to highlight the growing numbers now receiving home based care.

SCC is keen to work with a range of providers but they want providers to offer a comprehensive service in a zone, not "cherry picking" service users. It was noted that one of the questions on the PQQ was about involvement with SCA, as Procurement are aware that providers who attend our network meetings and conferences are more informed about commissioning strategies and developments in SCC.



*Lyn Day, a popular speaker from Crossroads Care sharing how to set up a dementia cafe to care homes and domiciliary care providers at our Dom Care network meeting in May. Lyn offered her time to help those interested and gave practical ideas how to get started.*

# Learning Disability Network

by David Claridge, Senior Associate Consultant

SCC is seeking to appoint a Commissioning Manager for the LD sector. We know that Sarah Mitchell and Anne Butler are very keen to see this gap filled, as are providers who are just as keen to have some clarity about SCC's commissioning plans. Let's hope the next newsletter can report that progress has been made and the vacant post will be filled.



June's network meeting.

Meanwhile the last Network meeting in June was attended by Jeremy Taylor and Serhat Ozberber from SCC Procurement who, following discussions with me, offered the opportunity to form a small working group to look at barriers being faced by existing and potential providers of supported living services.

Our September network meeting will, amongst other things, give providers a flavour of where the working group has got to. There will also be a briefing following SCA's attendance at the CMM Insight Conference on "The Future for LD Care Provision" to be held in Manchester on 23rd September, just a few days before the SCA LD Network meeting on 28th September. We're hoping to launch the new LD forum in early September on the new SCA website so look out for an alert that will tell you when it's up and running and you can register your membership.

## Surrey Care Advice Service Update

by Sarah Pearce, Senior Associate Consultant

In response to changes in registration for adult social care services, the Advice Service (SCAS) has expanded its remit. The service is now providing assistance to help providers understand the new registration requirements so that they can fulfil their legal responsibilities for compliance.

Since April, the Advice Service has provided information and support to 31 care providers, the majority of them services with an adequate (1 star) CQC star rating.

Through SCAS, independent advisors are working one to one with proprietors and managers to:

1. Help them understand the process for re-registering their services and what they need to do to comply with the new requirements.
2. Support and facilitate quality improvements by encouraging and enabling proprietors

and registered managers to identify and progress areas for improvement

3. Help them think about how they can respond to the transformation agenda, develop their services and sustain business viability.

Advisors can provide useful information and guidance and signpost providers to further sources of information and support. Advisors help guide proprietors and managers to think through key issues and concerns and to develop their own solutions and action plans.

If you have received notification of your "window" from CQC for re-registration, or you are preparing for it and would like some help, then please contact **Sarah Pearce, SCAS Project Manager** by email at [sarah.pearce@surreycare.org.uk](mailto:sarah.pearce@surreycare.org.uk) or on **0787 7578018** or Jenni Turner at the SCA main office.

## Knowledge Transfer Partnership Update

The Knowledge Transfer Partnership (KTP) project mentioned in our last newsletter is well underway. Melissa Chew has been examining the relationship between stakeholders, profiling the local social care sector and analysing trends in the social care industry. This information and knowledge is useful not only to SCA but also for providers and we are looking at ways of sharing this information to enable providers to better understand current market conditions and trends in the county.

As part of the academic element of the KTP project, Erica Lockhart and Melissa Chew accompanied Dr Sue Halliday from University of Surrey to Oxford University to hear a lecture by The Entrepreneurial Firm on Relationship Marketing. It covered new research for businesses in terms of their leadership programmes and the mix that makes a successful entrepreneurial business. As most of the examples were from large businesses we were unable to bring any small gems of wisdom back for our Surrey SMEs but it was fascinating to have a taste of academia at Oxford University.

## Carewatch meets Government drive for outcome-based care with new monitoring tool

Carewatch Care Services Ltd has developed a new Outcome Monitoring System to put the individual receiving care at the centre of the service.

The system measures and reports on individual needs, their journey to independent living and the part Carewatch plays in ensuring their goals are met. The system signals a move away from traditional "task" based, more rigid service provision to a more individual approach which allows Carewatch to deliver what the service user wants, as well as being able to monitor and review progress and make the most effective use of the service Carewatch provides.

Christine Hill, Director of Carewatch East Surrey, comments: "We have grown our business by responding to the needs of those we serve. This innovative solution forms an integral part of the Local Authorities strategic aim to meet the personalisation agenda by achieving personcentred care based on measurable outcomes."

*Carewatch were Gold sponsors of 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 this year please get in touch with Rosie Hatton or Erica Lockhart.*

## ASCG Grant & AT-Learning Update

We are now halfway through Phase 1 of the ASCG 2010/11. The course up take has been brilliant with every course being fully booked.

The details for Phase 2 of the ASCG 2010/11 from September to December are enclosed with this newsletter. The AT-Learning system is working very well and proving to be very reliable as Phase 1 is being completely administered by AT-Learning.

We have now confirmed members of the pilot group who will be piloting the new system to help with implementing the system across all care providers in Surrey. Each care provider will be issued with a user name and password, which will enable them to book their staff on to courses and print management reports. To implement this system a manager from every care provider will need to have an email account.

## News in brief...

### ■ Channel 4 Alert

SCC's Adult directorate team has alerted us to a Channel 4 advertisement in the national press calling for stories about adult social care. Providers should be aware that the media may be targeting Surrey following previous 'investigations' into children's care. If approached this would be a good opportunity for providers and staff to talk about some of the excellent care in Surrey as evidenced by the client testimonials received for the Surrey Care Awards.

### ■ The Association for Real Change Conference

The Association for Real Change (ARC) main conference will be held at the brand new football stadium in Chesterfield on 1-2nd December 2010. <http://www.arcuk.org.uk>

### ■ Surrey Safeguarding Adults team

Surrey Safeguarding Adults team has published its training programme for the next six months, see SCC or SCA website. Places are limited so apply quickly. Look out for a new on-line training facility from the Safeguarding Team, currently being populated and trialed, it is hoped to go live in the early autumn.

### ■ Kathryn's House in Guildford

Kathryn's House in Guildford has been successful in its bid for the Get Connected grant. Manager Zina Merali says the home is going to use the money to get two computers and wireless access in the whole building.

### ■ The Benefits of Composting

SCC is currently running a campaign to alert Surrey residents to benefits of composting. This green approach can work for businesses too and providers looking to reduce their impact on the environment can visit [www.surreygreensteps.com](http://www.surreygreensteps.com) for more information.

### ■ Seeability - new supported living service in Horley

Seeability has opened a new supported living service in Horley. Erica Lockhart was invited to the open day to view the new facilities along with local authority commissioners. Styled on group living, the new build featured impressive equipment in the bedrooms which can be adapted to suit individual needs, with communal lounge, kitchen and laundry. Seeability Business Development team were on hand to explain their design features which have been developed nationally. Heather Salisbury, our Surrey representative who attends our network meetings, would be delighted to answer any questions about the new facility.



### Spectrum members save £££ each month... do you?

We are delighted to inform you that Pensworth Dairies is the latest addition to the list of Spectrum preferred suppliers. After 35 years, Pensworth is still a family run dairy business, and now the ninth largest liquid dairy company in the UK.

#### Key benefits include:

- very competitive price package for Spectrum members from 1st June 2010
- no delivery charges
- can deliver six days a week if required in their refrigerated fleet of vehicles
- payment by cheque accepted
- will visit homes as needed and provide a more personal service

Spectrum members who are already Pensworth customers can transfer to our prices with just a phone call. Please contact us at Spectrum if you are interested. New members are most welcome.

Spectrum Care is a well established buying consortium within the care and hospitality industries and the buying partner of Surrey Care Association. With our 50 leading suppliers, our members enjoy huge discounts and prices that are normally available only to large companies. Membership is free and you can buy as much as you wish from any of our suppliers. Please visit us at [www.spectrumconsortium.co.uk](http://www.spectrumconsortium.co.uk)

### Flyers with this mailing

- Surrey Care Awards 2010 Nomination Pack and Ticket Booking Form
- Autumn Conference Flyer
- SCA Membership Application & Nomination Form
- Registered Nurse Network Meeting Form
- ASCG Phase 2 Programme

## Jenni has a head for heights!

SCA's very own action woman Jenni Turner took part in a charity abseil to raise funds for Surrey Crossroads Care in June. Now safely back down to earth, Jenni says, "After realising it was 160ft high and much debating about actually getting off the top I am pleased to say I did finally do it! I managed to raise £190 as well so thank you so much to everyone who sponsored me and to those that came along on the day to support me. It was a very good experience – one I hope NOT to repeat so soon!"



You can still sponsor Jenni at [www.justgiving.com/Jenni-Turner](http://www.justgiving.com/Jenni-Turner)

## Book now for Surrey Care Awards 2010

We are delighted to announce that our guest presenter for the Surrey Care Awards 2010 will be Surrey-based TV personality Anthea Turner. The gala awards ceremony takes place at Epsom Racecourse on Friday 19th November. Tickets are now on sale at £50 each or for every nine tickets you buy you will get an additional ticket free.

The official nomination pack is included with this mailing and you can also download this pack from our website, see under Downloads, together with an on line nomination form. Don't forget, all nominations need to be returned 24th September.

## Stop Press Sponsorship update!

We'd like to thank the following organisations who have already agreed to sponsor this year's Awards: Lloyds TSB; Ashcroft Care Services; Panache; Training the Carer; SCILS; Skills for Care and Care Choices.

*If you would like consider sponsoring or if you are aware of companies who might be interested then please call Erica or Rosie at the SCA office.*

## 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>		
Older People Network Meeting	Tuesday 14th September (Lunch & Networking from 12.45pm)	1.30pm – 4.15pm Leatherhead Golf Club
Domiciliary Care Network Meeting	Wednesday 15th September (Lunch & Networking from 12.45pm)	1.30pm – 4.30pm Leatherhead Golf Club
Registered Nurses Network Meeting	Monday 20th September (in Lecture Hall 1)	10.00am – 3.00pm Leatherhead Food Research
Learning Disability Network Meeting	Tuesday 28th September (Note change of date from 16th Sept)	10.00am – 2.30pm Leatherhead Golf Club
Trainers' Network Meeting	Tuesday 5th October	1.30pm – 3.30pm Leatherhead Food Research
Surrey Care Association Autumn Conference and AGM	Thursday 7th October (Note change of date from 18th Nov)	10.00am – 4.00pm Leatherhead Leisure Centre
Surrey Care Awards Evening 2010	Friday 19th November	7.00pm – 12.00pm Epsom Racecourse

For catering purposes, please notify [sca@surreycare.org.uk](mailto:sca@surreycare.org.uk) of your intention to attend any Network Meetings. Note: as agreed at recent Network meetings, lunch will be provided to encourage networking at alternate meetings – if you want lunch it is important you let us know.

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