

Surrey Care

News ■ Information ■ Support Newsletter Issue 24 ■ October 2010

Surrey Care Association 

Supporting Social Care Providers in Surrey

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Join us at the Surrey Care Awards 2010!

Epsom Racecourse, Friday 19th November, 7pm - 12pm

Have you got your tickets for the care sector's social event of the year?

Following 2009's huge success, tickets for the fabulous Gala Awards Evening on 19th November are going fast. This is a fantastic opportunity for you to celebrate the contribution made by adult social care staff and an ideal chance to start the festive season celebrations early. VIP guests include the Deputy Lord Lieutenant of Surrey and TV celebrities Anthea Turner and Richard Stilgoe. Our compere for the evening will be BBC Radio's Claire Cowan.

There's special discount if you buy nine tickets, you get the tenth ticket free. Don't delay, use the ticket application form enclosed with this mailing or call Jenni Turner (01372 825116) to check availability.

Thanks to everybody who nominated staff and colleagues. We had over 100 entries this year which were of an exceptionally high standard, giving the judges a very hard task.

We've also had wonderful response from sponsors, who even in these straightened times are prepared to support a top event to recognise the sterling work of the county's 'unsung heroes' in social care. So a big 'Thank You' to our sponsors who to date include: Ashcroft Care Services; Citation; Care Choices; Enara; Lester Aldridge; Lloyds TSB; Panache; Partnership; PHS AllClear; QEF; SCILS; Skills for Care; Smart Care Spectrum/3663; Towergate Patrick; Training the Carer.



TV celebrity Anthea Turner will be one of our VIP guests

Showcase 2011 is going ahead

We are pleased to report the funding has been secured from all the local authorities and Skills for Care for Showcase 2011 to go ahead. To accommodate an ever increasing number of visitors to Showcase we are moving to a new location, so there will be lots more space for those popular seminars. A trip to Brighton Racecourse on March 16th is where we are heading so plan to make a day of it!

The Showcase 2011 event 'How to Stay the Course' will take place at **Brighton Racecourse, Freshfield Road, Brighton, East Sussex, BN2 9XZ.**

For details contact showcase@surreycare.org.uk or check website www.careshowcase.org.uk

SCA Autumn Conference Report

SCA conference and AGM attracted over 120 providers with a varied programme of speakers as well as a good selection of exhibitors. The exhibition always scores highly on the evaluation forms and this time we saw new suppliers from Spectrum showing what they had to offer. Also new were Partnership - a care financial planning group, solicitors Downs and RWS and we were pleased to see Surrey Independent Living Council too.

For the first time we staged the AGM as an integral part of the conference and this was extremely well received. Deborah Tosler, former Treasurer and Board director stood down and three new Directors were elected: Jonathan Powell CEO Queen Elizabeth Foundation, Azhar Hashmi Proprietor of Aims Partnership Care Services and Graham Smith Proprietor of Chatsworth Care. The Board is also joined by Fiona Cooper from Panache Care and Tom Worner from

Pattom Ltd, both as Advisors. Mike Roycroft, SCA Chairman said, "It is a great reflection on how SCA is valued in the care community in Surrey that busy people are prepared to contribute to our organisation."

Erica Lockhart CEO confirmed a key strength of SCA is our engagement with care providers through our network meetings, our newsletter and websites and email alerts. The addition in recent months of a monthly news update was commended to providers. Mike Roycroft, in presenting his report, gave examples of successful interventions the Association had achieved recently – (see Valerie Smith's report below for highlights). It was good to hear from SCA Treasurer David Holmes that SCA was in a sound financial position despite the economic challenges. He remarked, "Our £78K deficit was better than predicted but do not regard this as a loss as the Board planned to invest some of its reserves to strengthen the Association's work as demands on the sector grow."

SCA Board

Mike Roycroft – Chairman
Whiteley Homes Trust
chairman@surreycare.org.uk

David Holmes – Treasurer
Ashcroft Care Services Ltd
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John Atkins – Care at Home Services Director
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Graham Elliott – Learning Disability Services Director
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Ernie Graham – Non Sector Director
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Azhar Hashmi – Non Sector Director
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Ryan Kelley – Supported Living Services Director
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Jonathan Powell – Physical Disability Services Director
Queen Elizabeth's Foundation
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Graham Smith – Non Sector Director
Chatsworth Care
graham.s@chatsworthcare.com

John Strangwick – Care at Home Services Director
Clarendon Care Services Ltd
john@clarendonhomecare.com

Judith Walker – Physical Disability Services Director
The Grange Centre
judith.walker@grangecentre.org.uk

Advisors:

Fiona Cooper – Panache Care, Tom Worner – Pattom Ltd.

Vacancies on SCA Board

Physical Disability Services x 1, Children's Services x 1

Report on the Conference by Valerie Smith Senior Associate Consultant



Christine MacLean

The conference started with a helpful presentation from Jean Boddy Assistant Commissioning Manager from Surrey Adult Social Care about the PCR (Public Value Review for Older People's services). This was followed by an excellent presentation from the Safeguard independent chair Christine MacLean on the new safeguarding streamlined process. Christine answered lots of questions and gave her email address christine.maclean@surreycc.gov.uk if anyone has particular problem with the way the new process is working.

SCIE presented some of their new resources; many are worth checking out and in particular

SCIE TV www.scie.org.uk

Carol Pearson from Surrey Coalition for Disabled People and Jane Thornton from Action for Carers gave an excellent joint presentation which signposted potential opportunities for

providers to develop services to meet the needs of disabled people and carers. SCA will be following up some of the ideas and providing more opportunities for exchange of ideas. A new development as a result of Trailblazer funding is the setting up of two local hubs, the first in Epsom High Street, to be followed by one in Redhill by December. These will be the focal point for information on local services.



Sarah Seaholme CQC

The new CQC Compliance Manager for part of Surrey, Sarah Seaholme, did an excellent job of answering the wide range of questions.

The conference finished with the very popular and informative Dr Clive Bowman from BUPA giving us a helicopter view of the market and in particular the fee demands of NHS.

Presentations are all available under downloads on www.surreycare.org.uk.

Many thanks to all the SCA team for an excellent event and we look forward to seeing even more Surrey providers at the next one in May 2011, date and venue to be confirmed.



Jane Thornton from Action for Carers and Carol Pearson from Surrey Coalition for Disabled People

Cuts and

As we go to press, we are all waiting with trepidation for the news of the Spending Review. Surrey probably with slightly less anxiety than the North of England as government contributions to Surrey are traditionally quite low. But we already have challenging financial cuts to meet in Surrey before the national cuts come into

play. Many providers trying to deal with the high cost placement review are struggling with very difficult decisions when faced with demands for significant cost reductions in the current year.

Everyone understands that the financial position is extremely difficult but with years of below inflation fee increases this is a very

Older People's and Domiciliary Care Networks

Our objectives for this year have included exploring ways of identifying key issues for providers and raising these with the appropriate organisations to ensure that we influence the outcome. Detailed below are some of the key issues and the outcomes we have achieved.

NHS Surrey Care Home Project - NHS Surrey staff attended network meetings to seek providers' views and feedback on progress made. The network group compiled a list of concerns with possible solutions and as a result the following was achieved:

End of Life Care - Raised concerns of Dom Care Providers highlighting a range of issues which included poor communication, medication, and equipment and out of hours medical cover. All these issues have been raised with NHS Surrey and we can report that the Trust providers now have a named contact at Thamesdoc which is helping overcome the communication issues; problems with medication are being looked at by pharmacists. Policy for out of hours medical cover and access to medication for palliative care patients has been reviewed. Providers now have copy of the policy which gives access details.

A working group to look at End of Life care in particular DNAR and admission to hospital is being established by Medical Director and SCA has been asked to input.

Out of Hours GP cover concerns raised

Providers now have a named contact at Thamesdoc.

Continence assessments: We have raised this with the new Director of Nursing and Quality who has agreed to raise this with the Trust.

NHS Funded Continuing Care and Funded Nursing Care: NHS Surrey has undertaken a review and included SCA providers' input. SCA has been invited to be part of the steering group to implement recommendations.

Medication review in Care Homes: Report back to Network Groups – Pharmacist facilitating training for providers at no cost to providers. Includes CPD for registered nurses. Providers now have an understanding of the role of community pharmacists and how they can access them.

Stroke Project for Care Homes: The Stroke co-ordinator has facilitated workshops for registered nurses and care staff. We have also compiled and sent out a Survey Monkey to seek providers' views. The response to the survey

has been disappointing so we will need to seek other ways of getting your views. Frank Forman the Stroke coordinator for this project will be attending the November network meeting.

All of this activity has only been achieved because of *your input* at the network groups. So if you already attend please keep coming and for those of you who have not attended meetings we would love to see you. Please see Dates for your Diary in this newsletter for details of our next network meetings.

Take part in SCC's survey: SCC has enlisted our help in a survey for providers to complete as part of the Public Value Review of Older Peoples Services. The survey focuses on *Electronic monitoring of homecare* and *Visa card to facilitate Direct Payments*. You will have received the Survey Monkey link by email but if not please see link below: The closing date for completion is 7th November but you can respond earlier than that.
<http://www.surveymonkey.com/s/SRQ9PHL>

NHS Surrey has appointed a new Director of Nursing and Quality, Mrs Maggie Ioannou:

One of her first priorities was to commission a review of the way NHS Surrey managed NHS Continuing Care and Funded Nursing Care. We were able to input to the review which reported at the end of September. SCA has been invited to be part of the steering group to implement recommendations. We will feedback to providers at the Older Peoples network meetings.

Domiciliary Care: Network meetings continue to attract a packed audience. Disappointment was in the air for some providers who had not made it to the shortlist of the recent tendering exercise. Opportunities do exist through Direct Payment purchasers and Richard Davy from SILC was inviting providers to be more open with prices and services to assist service users in choosing. This request was not received with wholehearted support as fees vary depending on location and service required. Any provider wanting to have a short discussion to find a way forward on this please contact Erica Lockhart.

LD Network meeting update

Anne Butler and Donal Hegarty from Adult Social Care were accompanied by Alastair Hinde and Rajesh Shori from Procurement and addressed providers to explain the High Cost Placement Review.

The explanation was understood but there clearly are no easy solutions. A statement was made about the planned reduction of the supplier base (all categories) down to 30. This caused much consternation in the audience and was news to SCA. At a follow up meeting SCC apologised for this error and confirmed that is not their intention. They do want to reduce their overall supplier bases as we have seen in Domiciliary Care but not in these proportions. It didn't make sense in practical terms to the assembled group but it is good to have the apology for giving wrong information.

Learning Disability Project

SCA have, as part of their ongoing work to support providers of learning disability services, been researching the nature of provision in Surrey. This activity will inform the development of a specific workforce development strategy.

Findings to date show that the county has 223 care homes offering 1928 places. The Borough with most provision is Reigate and Banstead with 63 registered care homes offering a total of 452 places.

Further work is being undertaken to map the nature of the provision e.g. who are the providers and what size of organisation are they, as well as the nature and size of the workforce.

Further information on this project contact alan.willmott@surreycare.org.uk

All Change!

David Claridge who has led our Learning Disability project for two years has decided it is time for him to step down.

He worked tirelessly for providers and gained a great deal of knowledge which he imparted skilfully at network meetings and through the production of the toolkit. SCA and LD providers will miss his helpful insights. SCA is considering how to fill this gap but in the meantime if you have any queries please call the SCA office or Erica Lockhart directly.

SCC has appointed a new Commissioning Manager Simon Laker, who starts work very soon so we hope to see him at our next network meeting on November 23rd.

challenges

big "ask". SCA is looking at how we can assist. So far we have no magical solutions but we are considering if we could set up a "back office" service for providers to buy into, and sharing other innovative ideas as they come to light. We are not alone in this struggle it is happening everywhere around the country with some authorities using an external organisation to

push through fee reductions. SCC preferred to work with our providers to achieve longer term strategic partnerships. SCA was represented at the NCA (National Care Association) conference in October where, in a special session, LD providers were asked to highlight the difficulties the sector faces to make representations to government.

News in brief...

■ Foundation degrees for Adult Social Care

The fdf/Skills for Care Foundation degree framework Project: *Implementing the Outcomes* workshop is designed for social care employers interested in developing the knowledge and practice of their workforce to higher education levels 4 and 5 to enhance the efficacy of care. The workshop will be held at Goodenough College, Bloomsbury, London, 16 November 2010, 09.45-15.30. For a copy of the workshop programme and to register for a place please email: s.j.tudor@fdf.ac.uk or call **01543 308613**.

■ Valuing People Now

Laing and Buisson have just commenced work on a short project, commissioned by Anne Williams, for Valuing People Now in conjunction with the Learning Disabilities National Provider Forum. The aim is to produce a range of illustrative LD cost models (based on input from providers) to help identify those types of support and accommodation arrangements which are likely to be more cost-effective, inform thinking on improving the overall cost-effectiveness of LD provision, as well as to provide subsequent guidance to commissioners and providers. They are seeking support from providers to participate over the next month or so. David Roe is managing the project and is available to answer questions and provide guidance where necessary **01306 731311** or **07860 163796**.

■ Dementia Nursing and Intermediate Care Services

Surrey County Council is seeking expressions of interest from suitably experienced organisations who would be interested in providing Dementia Nursing and Intermediate Care Services at Redwood Care Home, Epsom Road, Mew, Guildford. The tender process will be carried out online via Surrey County Council's sourcing portal www.surrey.bravosolution.co.uk or for more information see our website under **Downloads**.

■ Have Your Say

The Surrey **Have Your Say** debate will take place on 18 November 2010 from 7pm-9pm at the Salesian High School Chertsey. See www.surreyhaveyoursay.info for details.

■ National Skills Academy for Social Care

Founder Member/National Skills Academy for Social Care logo is now provided for use in marketing materials. If you would like to use the logo on your website to signify your membership of the Skills Academy you could create a hyperlink to www.nsocialcare.co.uk

■ NHS White Paper

The NHS White Paper Equity and Excellence: Liberating the NHS is now easily available to read through News Stories on surreycare.org.uk. We have placed a link to the Government web site so you can access all the information you need.

■ CQC Website

Following the changes in regulation processes CQC have amended their web site. This means that currently it has limited search facilities when looking for Care Service etc. They are planning to add more functionality over the coming months but some features you are used to are being removed. They have published an outline of what is planned and this can be viewed by following this link: <http://caredirectory.cqc.org.uk/caredirectory/whathaschanged.cfm> Given these changes and the current challenges they present when looking for a care service you may wish to ensure that your service is appropriately featured on our provider web site www.surreycare.co.uk where you can advertise free of charge. For further details contact: **Richard Monnery** at SCA on **01372 825116** or email: Richard.Monnery@surreycare.org.uk

■ Learning and Development Resource Inventory

SCA has developed a short inventory of web-based learning and development resources for care providers. The inventory directs employers to key sources of learning and development information and materials grouped under hot topics that include dementia, End of Life and person centred care. The inventory provides the links to the relevant websites so that employers will be able to access up to date resources and information quickly. Please contact Jenni Turner to request a copy via email.

■ Business Skills Development Workshops

These free one day workshops are for Owners, Proprietors, Chief Executives and Senior Decision Making Managers who are responsible for managing the business and for making business decisions. You can download the flier and application from the SCA website or contact **Sarah Pearce** on **0787 7578018** or by email at sarah.pearce@surreycare.org.uk See flyer with this newsletter.

■ Surrey Care Advice Service

Having assisted over 40 providers in re-registering their service with CQC, the Advice Service continues to offer one-to-one, tailored support to care providers seeking to improve and develop their services. If you would like some support to address issues in a specific area of your service or you want to review your service model and options going forward, then please contact the Advice Team via the SCA office or **Sarah Pearce** on **0787 7578018**, email at sarah.pearce@surreycare.org.uk Over the next few months, the Advice Service will also be assisting providers in demonstrating ongoing compliance with CQC's Essential Standards for Quality and Safety and offering support in carrying out business health checks.

■ AT-Learning/ASCG Update

Uptake for Phase 2 has been fantastic with every course being fully booked. The date for going live with AT-Learning, the self booking system for the ASCG training is drawing closer with the last few tweaks being completed over the next few weeks. Additional courses have been commissioned to help accommodate the delegates that were unsuccessful in securing places for courses in Phase 1. The care providers on the waiting list from Phase 1 will be notified via email about the opportunity to secure a place on the additional courses. Phase 3 is currently being commissioned and the programme will be sent out within the next couple of weeks.

■ High Cost Placement Review - SCC Report

The Adult Social Care Directorate at Surrey County Council has written a detailed report for SCA providers outlining the context to Phase 1 of the High Cost Placement Review. The report details the difficult challenges the council faces delivering social care against a background of significant budget cuts, increasing numbers of service users and the opportunities of the personalisation agenda.

The report outlines national priorities; the impact on SCC and the council's response to these financial challenges. The council's medium term financial plan requires it make £60m savings this year, of which £32m is required of Adults Social Care. To this end SCC is reshaping services to make them leaner and fitter to face future challenges; it is affected by many of the same economic pressures as experienced by members of the SCA.

We urge all Surrey providers to read the full document '**High Cost Placement Review - SCC Report**' which is available for download at www.surreycare.org.uk/downloads

■ Adult Social Care Grant

SCA reported that this had been approved for 2010-11 and work was underway when we received the news that SCC has asked SCA for a 20% reduction in the current year. Of course it is painful and it does mean we will not be able to offer as much by way of grants and some other plans will have to be reduced but overall we can achieve much of what we had planned. Erica Lockhart commented, "It is disappointing in these difficult financial times for providers that a source of funding support for training and development has had to be cut, but the financial position facing SCC is such we have had to take our share of the pain."

■ Continuing Care Discharges

NHS Surrey will no longer be using the services of Care Seekers to facilitate discharges. They will be using their own staff and making placements via the new tender list.

Care Seekers undoubtedly provided a good service but it is wrong that NHS Surrey were not paying for this service directly and in many cases providers had to pay a fee to Care Seekers. We await with interest how the new arrangements will work. SCA has been unable to get any update on the tendering process but understand results are expected in November.

Our members save £££ each month... do you?

SPECTRUM
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Spectrum is pleased to introduce Maxim Eyes, the experts in utility savings and consultancy.

your partner in purchasing

As a Spectrum preferred supplier, they have developed a "basketing" concept for us to achieve greater savings and this is proving popular with our members. Maxim Eyes (UK) Ltd provides a unique energy and communication consultancy service for businesses and organizations across the UK. This covers gas, electricity, landlines, mobiles, broadband and connections for new builds.

Spectrum Care is a well established buying consortium within the care and hospitality industries and the buying partner of Surrey Care Association. Membership is free and you can 'cherry-pick' how much you buy from any of our suppliers. Please visit our website www.spectrumconsortium.co.uk or call **020 8605 0546** for details.

Flyers with this mailing

- Showcase 2011
- Business Skills Development Workshops
- SCA Awards Ticket Application
- Domiciliary Care Workshops
- TSi and NMDS Update

Dates for your Diary

Event	Date & Time	Venue
Don't forget to check out our events on www.surreycare.org.uk/calendar.html		
Domiciliary Care Network Meeting	Wednesday 10th November 1.30pm – 4.15pm	Leatherhead Golf Club
Older People Network Meeting	Thursday 11th November 1.30pm – 4.30pm	Leatherhead Golf Club
Surrey Care Awards Evening 2010	Friday 19th November 7.00pm – 12.00pm	Epsom Racecourse
Learning Disability Network Meeting	Tuesday 23rd November 10.00am – 2.30pm	Leatherhead Golf Club
Showcase 2011 How to Stay the Course	Wednesday 16th March 10.00am – 4.00pm	Brighton Racecourse

All 2011 dates are in the process of being scheduled

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

Network meetings: contact jenni.turner@surreycare.org.uk