

E-Newsletter Edition

# Surrey Care

News ■ Information ■ Support

Newsletter Issue 23 ■ March 2011

Surrey Care  
Association 

Supporting Social Care Providers in Surrey

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

# Under Starters Orders for Showcase 2011

Wednesday 16 March Brighton Racecourse East Sussex BN2 9XZ

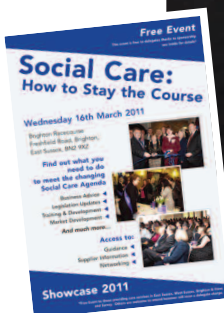
Proprietors, senior managers, and all those with a professional interest in social care are urged to attend Showcase 2011 and take advantage of a wealth of free training seminars and business development opportunities.

For 2011, Showcase's topical theme *'How to Stay the Course'* aims to help you keep up to date with the latest developments in government legislation, local authority commissioning and the personalisation of adult social care services.

*"The move to a bigger venue at Brighton Racecourse will allow more social care staff to benefit from our free seminar programme and keep abreast of the sweeping changes in the sector. As well as staff training opportunities, the Showcase offers practical business advice and support to help employers meet the challenges ahead."*  
Erica Lockhart.



Last year Lord Lieutenant of West Sussex Susan Pyper cut the ribbon to open our Showcase.



Showcase is your chance to keep up to date with latest developments affecting your industry.

This year the Showcase will be officially opened by Mr Peter Field, Lord-Lieutenant of East Sussex.

**Book now!** Don't miss out, there are over 20 expert seminars on offer and places are going fast. See the seminar programme and booking form at the end of this newsletter.

For up to date information about the showcase [click here](http://www.careshowcase.org.uk) to visit [www.careshowcase.org.uk](http://www.careshowcase.org.uk)

The Surrey & Sussex Care Showcase 2011 is sponsored by Skills for Care, Surrey Care Association, Surrey County Council, East and West Sussex County Councils, Brighton & Hove Council, the Care Training Consortium and Lloyds TSB Health Care.



Meet over 40 exhibitors offering training, professional services, business advice and specialist products for the sector.

See Inside: ■ Network Updates ■ QCF Qualifications ■ Dates for your Diary

# Learning Disability Network

by Alan Willmott, Senior Associate Consultant

The government's comprehensive spending review and subsequent welfare reform measures continue to raise issues for services for people with a learning disability. The well publicised campaign following the plans to remove eligibility for the mobility component of DLA for residents of care homes is continuing with some response from politicians.

The consultations on the government's "Vision for Adult Social Care" and the reform of DLA have now finished. SCA held a workshop and has submitted a response to these.

More locally, at the last network meeting Simon Laker, Andrew Price and some of the SCC commissioning team presented an outline of their focus this year which is a Public Value Review of services for people with a learning disability, which will culminate in a commissioning strategy. We will keep providers updated with progress on this important initiative and may be approaching providers to contribute to work groups as required.

For providers of Supported Living, Peter Grose from Lester Aldridge gave an eloquent presentation looking at issues arising from a recent legal case and previewed the document Feeling Settled (now available) which is a new guide to moving from



*Our well attended network meetings offer you the chance to discuss the key issues facing your sector.*

residential care to supported living produced by NDTI and supported by Valuing People Now, the Care Quality Commission and Association of Directors of Adult Social Care (ADASS). CQC have issued revised guidance alongside this publication.

The guide can be accessed here: <http://www.ndti.org.uk/publications/ndti-insights/insights-6-feeling-settled>

The CQC guidance can be accessed here: [http://www.cqc.org.uk/publications.cfm?fde\\_id=17217](http://www.cqc.org.uk/publications.cfm?fde_id=17217)

## Stop Press - Partial Success!

As part of the recent Welfare Reform Bill, the government has delayed its decision to remove the mobility component of Disability Living Allowance (DLA) for disabled people living in residential care homes.

The benefit was due to be removed by October 2012. However, an **impact assessment document** that accompanied the Bill, confirms: 'The DLA mobility component for those in care homes will be retained until March 2013.'



## Surrey Care Awards 2011

We are delighted to report that the SCA Board has given the go-ahead for this year's Surrey Care Awards. Look out for more news in April's Surrey Care Newsletter. If you would like to sponsor this year's awards please contact Erica Lockhart. The date for your diary is Friday 18 November at Epsom Racecourse.

## Healthy Eating/ Cooking Skills Course

Following a successful programme last year we are currently exploring, with NHS Surrey, the running of at least one further programme on healthy eating and cooking skills for staff within services for people with a learning disability.

The programme offers the opportunity for staff to attend a series of practical sessions to increase their knowledge and practical skills in nutrition and cooking.

The programme also allows for successful completion of the courses to be accredited.

We want to explore with providers how it can best be arranged to meet their needs in terms of location and timing.

I am hoping to arrange a meeting during April for providers to contribute to this thinking, and find out more. If you are interested in the programme and are willing to attend a meeting please let me know.

Alternatively if you are unable to meet but have a view regarding where would be best to run the programme and what time of day would best facilitate the release of staff please email me:

[alan.willmott@surreycare.org.uk](mailto:alan.willmott@surreycare.org.uk)

# Update on Older Peoples' Project

by Valerie Smith, Senior Associate Consultant

We are currently preparing the 2011-12 Older People's Project Plan and would welcome your suggestions for issues to be included in this. Please contact me at [valerie.smith@surreycare.org.uk](mailto:valerie.smith@surreycare.org.uk) as soon as possible with your input.

As you will know, the February Older People's network meeting was cancelled, but we look forward to seeing you all for a very full agenda at the next meeting on 13th April at 12.45 (for lunch and networking) at Leatherhead Golf Club. To help us with catering, please let Jenni Turner know if you are able to attend [jenni.turner@surreycare.org.uk](mailto:jenni.turner@surreycare.org.uk)

There has been an update from the facilitators of the Care Home Project for Dementia (run in association with Stirling University). The facilitators are delighted with the progress of those participating in the project – some people have already completed the six books!

Here's a question for you. Should Surrey Care Association change the name of the Domiciliary Network? There's been some discussion over whether the Domiciliary Network should be renamed the Home Care Network – we'd be delighted to have your views on this too. Contact me at [valerie.smith@surreycare.org.uk](mailto:valerie.smith@surreycare.org.uk)

## News from Skills for Care - NMDS-SC updated to include Qualifications and Credit Framework

Skills for Care's National Minimum Data Set for Social Care (NMDS-SC) has been updated so that adult social care employers can now record new qualifications their workers are taking as part of the Qualifications and Credit framework (QCF).

The QCF provides a new way to recognise and reward skills using a more flexible 'mix and match' approach to meet the different development needs of a diverse workforce, so it was critical the NMDS-SC system is able to easily record the new ways of learning.

Employers can now record the work their workers are doing towards the new Level 2 and 3 Diplomas in Health and Social Care, the Level 5 Diploma in Leadership for Health and Social Care as well as CPD qualifications such as the Award in Supporting Individuals with Learning Disabilities, or the Certificate in Dementia Care and many more.

The NMDS-SC now also has a new training record section created for employers to record training their workers are doing outside the QCF, for example First Aid training, and is designed to help track the overall training profile of the people who work for them. Employers can now record if the training is accredited, when it took place and, if applicable, when it will expire.

**Stop Press:** R & D Training is now QCF ready and still has some funded places for the Diploma in Health & Social Care award. Training for You also has funding for this Diploma which must be spent by March or this funding lost to sector.

## Training AT Learning Update

by Sarah Pearce, Senior Associate Consultant

The new programme of short training courses for May - September will be available on the SCA website during the week beginning 21 March, so please look out for it. We will also send all care providers the course calendar by post and email. The extensive programme will offer courses in core, specialist and supervisory and management skills and will include workshops in new topics in response to changing demand and service developments.

In preparation for this next phase for which managers will be able to book participants onto courses through the AT Learning Portal, we will shortly be reviewing the data we hold for each provider and their employees. We will be contacting you directly to ask you to review the data we hold for you to ensure that it is accurate (particularly the email contact details) to ensure that the transition to the direct booking system proceeds smoothly. This should help to improve the flow of communication and reduce the numbers of "no shows" on courses.

### Join our networks!

Older Peoples ■ Learning Disability ■ Domiciliary Care ■ Trainers ■ Physical and Sensory Disability

See Dates for your Diary on page 4 for forthcoming network events.

## ■ SCA Logo

Providers are advised that it is not possible to use SCA logo in their promotional materials or on their websites.

For any other uses then please discuss with Erica Lockhart.

## ■ SCA Spring Conference Tuesday 24 May 2011

The SCA Spring Conference will be held on Tuesday 24th May 2011 at Leatherhead Leisure Centre.

The programme is being finalised, and to ensure you don't miss out on this event, and receive further information; please register by email via [lisa.mack@surreycare.org.uk](mailto:lisa.mack@surreycare.org.uk)

**An event not to be missed for Surrey providers!**

## ■ Adult Social Care Grant applications

**Don't forget!** - Get your Adult Social Care Grant applications in by 31st March 2011 for any relevant training undertaken from 1st April 2010 up to 31st March 2011.

You can apply for training provided internally by a suitably qualified trainer and/or for training purchased from an external training provider, but not if you have already received external funding to support the same training.

## ■ Surrey County Council's list of Countywide Contacts 2011

Adult Social Care (ASC) Surrey County Council and Districts & Boroughs is now available on our website.

[Click here](#) to download to Contacts 2011 list.



## New face at SCA

Hello - I am Ellie Russell the new KTP Associate at Surrey Care Association.

This is a Knowledge Transfer Partnership formed between the University of Surrey and SCA. It is a two year project that will be focusing on marketing and business capabilities to increase SCA's ability to represent its constituency and maximize funding streams. I am excited about the challenges and opportunities of the new role and look forward to working and meeting you all.

I recently graduated from the University of Surrey and followed this up with a Masters and the marketing element of this will be very relevant to my new role with Surrey Care. My previous career includes several years working in retail management. I am very much looking forward to developing my career within the adult social care sector.

## Survey Monkey – help us to help you!

As reported previously SCA has been using Survey Monkey as a quick and efficient way to canvass providers' views on current issues, gather data for the various project streams and for planning purposes. The survey links are sent out from the office asking providers to respond.

However, we have recently had a very poor response to the surveys and that has impacted on our ability to make progress within some projects. We are unsure of the reason for the poor response and would welcome feedback on issues any providers may have including whether the links are simply not being received or the system is not working etc. We want to reassure providers that responses are only used in an aggregated way and responses are not identifiable.

Please let Jenni know if you have any views on the use of surveys or problems experienced.

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

## 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 Care Homes Network	Wednesday 13th April 12.45pm* – 4.15pm *12.45pm for lunch - 1.30pm for meeting	Leatherhead Golf Club
Learning Disability Network Meeting	Thursday 12th May 10.00am – 1.00pm	Leatherhead Golf Club
Domiciliary Care Network Meeting	Thursday 19th May 12.45pm* – 4.30pm *12.45pm for lunch - 1.30pm for meeting	Leatherhead Golf Club
Trainers Network	Tuesday 28th June 1.30pm – 3.30pm	Leatherhead Food Research
Physical & Sensory Disability Network	Please register interest for future meetings	
Showcase 2011	Wednesday 16th March 9.30am – 4.30pm	Brighton Racecourse
Surrey Care Spring Conference	Tuesday 24th May 10.00am – 3.30pm	Leatherhead Leisure Centre

If you are interested in attending any of the network meetings then please reserve your place with [jenni.turner@surreycare.org.uk](mailto:jenni.turner@surreycare.org.uk).  
For a full list of What's On for 2011 please click the link below to visit <http://v1.surreycare.org.uk/calendar.html>  
For any of the conferences please reserve your place with [lisa.mack@surreycare.org.uk](mailto:lisa.mack@surreycare.org.uk)

# SHOWCASE 2011

## Social Care: How to Stay the Course

### BOOKING FORM

#### TO BOOK

Please complete a form for each delegate. Places will be confirmed via email.

Please return by post to:

Showcase Administration, Briar Dene, Guildford Road, Runfold, Nr Farnham, Surrey GU10 1PW

Alternatively, an electronic version of this form can be downloaded from [www.surreycare.org.uk](http://www.surreycare.org.uk) and emailed to [Showcase@surreycare.org.uk](mailto:Showcase@surreycare.org.uk).

Showcase 2011 – Wednesday 16<sup>th</sup> March 2011

#### REGISTRATION DETAILS

(Please complete one form per delegate and print clearly, please photocopy this form if necessary).

Title:		First name:		Surname:				
Job Title:								
Company Name:								
Business Email:								
Tel:		Fax:						
Business Address:								
Town		County		Postcode:				
<b>Type of organisation:</b>	<input type="checkbox"/>	Limited Co.	<input type="checkbox"/>	Trust	<input type="checkbox"/>	Partnership	<input type="checkbox"/>	Sole Trader
	<input type="checkbox"/>	Other (Please specify):						
<b>Status:</b>	<input type="checkbox"/>	Private	<input type="checkbox"/>	Charitable	<input type="checkbox"/>	Voluntary	<input type="checkbox"/>	Local Authority
	<input type="checkbox"/>	Other (Please specify):						
<b>Type of Service:</b>	<input type="checkbox"/>	Care with Nursing	<input type="checkbox"/>	Care Home	<input type="checkbox"/>	Domiciliary Care	<input type="checkbox"/>	Supported Living
	<input type="checkbox"/>	Other (Please specify):						
<b>Client Group:</b>	<input type="checkbox"/>	Older People	<input type="checkbox"/>	Learning Disability		<input type="checkbox"/>	Adults with Disabilities	
	<input type="checkbox"/>	Mental Health	<input type="checkbox"/>	Adult Services				
	<input type="checkbox"/>	Other (Please specify):						

# Showcase for Social Care 2011

Wednesday 16<sup>th</sup> March 2011

Brighton Racecourse, Freshfield Road, Brighton, East Sussex, BN2 9XZ

## SEMINAR PROGRAMME

Seminar Group A – 10:15					
	Seminar Room 1 Prince Regent Suite (150 Theatre)	Seminar Room 2 West Pier Suite (120 Theatre)	Seminar Room 3 Silks Suite (120 Theatre)	Seminar Room 4 Owners & Trainers (100 Theatre)	Seminar Room 5 Paddock (40 Theatre)
<b>Seminar Title</b>	Re-ablement Opportunities for Care Providers	The Law and Pitfalls relating to Supported Living	Managing and Preventing Medication Errors	Doing More with Less	REAL Communication: Real Relationship-Centred Care
<b>Speaker</b>	Gerald Pilkington, CSED Lead on Homecare Re-ablement	Peter Grose, Partner	John Greene, Managing Director & Consultant Pharmacist	Patrick Nash, Chief Executive	Sarah Reed, Founder
<b>Company</b>	Department of Health	Lester Aldridge LLP Solicitors	Prescription Training	Connect Assist	Many Happy Returns
<b>Target Audience</b>	Owners, Senior Managers of Adult Social Care – domiciliary care and care home services	Care Home and Supported Living Providers and Managers	Managers, Supervisors and Care Staff from all Care Sectors	Senior Managers	Anyone working with younger or older people
<b>Description</b>	A significant portion of Department of Health funding for social care has been allocated to re-ablement. This seminar gives an introduction to re-ablement and how providers can innovate their services to respond to this emerging need.	An analysis of the current law relating to Supported Living including recent CQC guidance and the recent Department of Health publication "Feeling Settled" pointers towards successful de-registration as a care home and transition to supported living.	The seminar will look at: <ul style="list-style-type: none"> <li>Why medication errors occur</li> <li>The best way to deal with them</li> <li>How to minimise the risk of them occurring</li> <li>How CQC (and OFSTED) expect you to manage them.</li> </ul>	Using smart technology for personal care. How to focus resources on the people who need them most and marketing and delivering service to personal care budget holders.	The seminar explores how Many Happy Returns REAL Communication workshops* give both old and young a greater sense of themselves, improving their wellbeing and enriching their inter-personal relationships for mutual benefit. *REAL Communication: Reminiscence, Empathic engagement and Active Listening.
Seminar Group B – 11:15					
<b>Seminar Title</b>	Reviewing your Finances - Ideas How to Make Difficult Decisions	Pursuing Excellence in Tough Times	What Next for Retirement?	Positive Outcomes for People on the Autistic Spectrum. Implications of the Adult Autism Strategy	Leadership for Success
<b>Speaker</b>	Mark Ellis, Head of Social Care Banking Services and David Holmes, Director	Carolyn Denne, Head of Service Quality	Jane Coward, Acas Advisor	Tom Evans, Practice Advisor	Debbie Sorkin, Director of Engagement
<b>Company</b>	Lloyds TSB Commercial and Ashcroft Care Services	Social Care Institute for Excellence (SCIE)	ACAS	Southdown Housing Association	National Skills Academy for Social Care
<b>Target Audience</b>	Owners, Senior Managers and those striving to ensure their business is financially able to stay the course	Mainly Owners/Managers in care services, but may be of interest to others	Managers, Owners, HR	Managers and staff supporting adults on the Autistic Spectrum	Social care employers from across the public, private and voluntary/community sectors; training providers; and people involved with commissioning services
<b>Description</b>	Are you challenged by the financial pressures, reductions in fees, and the level of increase in fees year on year? We are in difficult economic times and this workshop explores some ideas. Mark Ellis will talk from a financial perspective and David Holmes from a provider perspective on the challenges and possibilities to sustain your business.	How can we promote the best possible outcomes for people using care services within the constraints of the current financial climate? With reference to recent work from SCIE and to quality frameworks, Carolyn Denne will invite participants to answer this question by sharing their experiences of overcoming the challenges to provide services that make a real difference to quality of life.	Employers will not be able to issue notice of compulsory retirement after 30 March 2011. With the removal of the default retirement age in September 2011, the management of performance becomes ever more important. This seminar looks at the DRA changes and reminds delegates of the principles of good performance management.	This strategy aims to help people with autism to have the same life chances as everyone else as they often face more problems than other people across important areas of their life. This workshop will summarise the strategy and explore how to support adults with Autism to achieve positive outcomes.	The Skills Academy is here to help employers, trainers and commissioners to deliver excellent social care. We know from our experience that improving the quality of leadership and management in organisations can save time and money and make a real difference to service quality. In this seminar, we aim to share our learning about developing leadership behaviours, broadening management skills and working with commissioners in the new social care landscape.

Programme and Speakers subject to change.

Please note there is no booking system. All places at seminars will be offered on a first come, first served basis

# Showcase for Social Care 2011

Wednesday 16<sup>th</sup> March 2011

Brighton Racecourse, Freshfield Road, Brighton, East Sussex, BN2 9XZ

## SEMINAR PROGRAMME

Seminar Group C – 12:15					
	Seminar Room 1 Prince Regent Suite (150 Theatre)	Seminar Room 2 West Pier Suite (120 Theatre)	Seminar Room 3 Silks Suite (120 Theatre)	Seminar Room 4 Owners & Trainers (100 Theatre)	Seminar Room 5 Paddock (40 Theatre)
<b>Seminar Title</b>	"The Shape of Things to Come – Redefining the Adult Social Care Market"	The Holistic Approach to Mental Capacity – The Essentials for your Business	Leadership in Dementia Care – Creating a Buzz in the Care Setting	Care Qualifications and the Qualification and Credit Framework (QCF)	Surviving the Storm: Delivering Excellence for Improved Business Performance beyond Compliance
<b>Speaker</b>	Andrew Kerslake, Professor Emeritus and Associate Director IPC	Liz Dalgetty, Solicitor	Jackie Pool, CEO	Lynette Baldwin & Karen Stevens, Managing Director / Regional Development Officer - Surrey & Sussex	Rosemary Hurtley, Occupational Therapist/Managing Director
<b>Company</b>	Institute of Public Care (IPC)	DownsCare	Jackie Pool Associates Ltd	Baldwin Training Centre & Skills for Care	360 Forward Ltd
<b>Target Audience</b>	Owners and Senior Managers of private and voluntary sector care organisations	Owners and Senior Managers of Care Homes	Senior Managers, Direct Managers, Care Supervisors	Of particular interest to Senior Staff responsible for training and care employers seeking information on the new qualifications	Care Home Owners, Commissioners, Professionals, and Care Home Managers.
<b>Description</b>	<ul style="list-style-type: none"> <li>Briefly review government policy themes</li> <li>Look at supply and demand in the social care market and the implications of current trends</li> <li>Explore the IPC approach to market facilitation.</li> </ul>	Understanding the decision making process under the Mental Capacity Act, including the various types of powers of attorney and applications to the Court of Protection for a deputyship appointment if there is no power of attorney in place, the implications for service providers and users, relatives and carers.	The concept of developing a person-centred organisation to benefit care organisations, care workers and service users is well understood but sometimes difficult to achieve. This presentation will describe innovative ways of inspiring the dementia care workforce and creating a new energy in care settings.	<p>The seminar will give information on:</p> <ul style="list-style-type: none"> <li>The new qualifications and units which have replaced NVQ's</li> <li>How learners can undertake learning in bite sized chunks and gain qualifications at their own pace along flexible routes</li> <li>How employers can identify the right training for their learning and business needs.</li> </ul>	The 360 Standard Framework (Care Homes) for excellence in person centred care is the first outcome based, quality improvement and practice development framework to deliver and maintain a person centred culture. It improves business performance, occupancy and retention, involving residents, staff and relatives. Underpinning all service and practice standards, it goes beyond Essential Standards into the resident experience providing evidence for public confidence.

Programme and Speakers subject to change.

Please note there is no booking system. All places at seminars will be offered on a first come, first served basis

# Showcase for Social Care 2011

Wednesday 16<sup>th</sup> March 2011

Brighton Racecourse, Freshfield Road, Brighton, East Sussex, BN2 9XZ

## SEMINAR PROGRAMME

### Seminar Group D – 2:00

	<b>Seminar Room 1</b> <b>Prince Regent Suite</b> (150 Theatre)	<b>Seminar Room 2</b> <b>West Pier Suite</b> (120 Theatre)	<b>Seminar Room 3</b> <b>Silks Suite</b> (120 Theatre)	<b>Seminar Room 4</b> <b>Owners &amp; Trainers</b> (100 Theatre)	<b>Seminar Room 5</b> <b>Paddock</b> (40 Theatre)
<b>Seminar Title</b>	Update from CQC	Health and Well Being Agenda – and how can Adult Social Care Providers Contribute	Employment Law for the Care Sector	Introduction to Social Enterprise	Using Technology in Care Settings
<b>Speaker</b>	Jo Ward, Compliance Manager	Carl Petrokofsky, Specialist in Public Health	Nicola Brown, Partner	Uday Thakkar, Managing Director	Katy Lethbridge, E-Health Development Manager
<b>Company</b>	Care Quality Commission	Department of Health South East	Pure Employment Law	Red Ochre	South East Health Technologies Alliance (SEHTA)
<b>Target Audience</b>	Owners, Senior Executives and Registered Managers	Those who currently or may in future, provide preventive or health improvement services to the South East population	Owners, Managers, and anyone with responsibility for staff and employment issues	Those who want a clear understanding of social enterprise	Care Service Providers, Business Owners, Managers
<b>Description</b>	Latest update from Care Quality Commission.	Health and Wellbeing becomes the responsibility of both Local Authorities and NHS from this year. Setting up of Health and Wellbeing Boards to work with community partners provides a great opportunity for social care to play a more active role in promoting health and wellbeing.	Employment law can be a minefield, and it is constantly changing. This seminar will cover the latest topics relevant to social care, including: - The changing law on agency workers - Working hours and sleep ins There will be opportunity to ask questions about these and other employment law issues.	What is Social Enterprise? Have you got what it takes to become a social entrepreneur? If you are looking for a clear understanding of the concept, this seminar is for you. Uday Thakkar will help you explore and learn about the social entrepreneur's journey with a forward looking prospective.	Investigating how technology may enable care providers to support their care delivery, improve their businesses and negotiate the changing economic, health and care landscape.

### Seminar Group E – 3:00

<b>Seminar Title</b>	<b>The Work of Skills for Care</b>	<b>Confidentiality</b>	<b>Fostering Hopefulness in Dementia Care</b>	<b>Demystifying Apprenticeships</b>	<b>English for Caregivers - Raising Standards of Communication and Customer Service</b>
<b>nSpeaker</b>	Sharon Allen, Chief Executive Officer	Oliver Donald and Katie Bartlett, Solicitors	Jenny Buckley and Gill Constable, Head of Education and Senior Lecturer Social Work	Irene Hoare, Operations Manager	Peter Walker, Director of Commercial & International Development and Saul Abrahams, Regional Marketing Director
<b>Company</b>	Skills for Care	RadcliffesLeBrasseur Solicitors	St Wilfrid's Hospice, Chichester and University of Chichester	South East Apprenticeship Company (SEAC)	Guildford College Group and Burlington English
<b>Target Audience</b>	Owners, Senior Managers, Employers	Staff involved in the management and disclosure of resident/patient records	Informal Carers and all staff working with, or have responsibilities for developing services for people with dementia	HR Managers, Proprietors, Home Managers, Training and Recruitment Managers, Decision makers in respect of training and recruitment	Care and Nursing professionals: Owners, Managers, Health & Safety specialists, Staff Development Managers, Nursing and Care Standards Professionals, Government and sector skills advisors, Care staff where English is not their first language
<b>Description</b>	An overview of the work of Skills for Care and their ongoing commitment to improving the skills of the workforce in the adult social care sector.	The seminar will provide a summary of common law confidentiality, data protection and the Freedom of Information Act. It will include practical examples of how difficult issues should be approached in a healthcare setting.	The seminar defines the concept of hope, and how hope is sustained. Research findings will be presented that identify what creates hope for people at the end of their lives. Reflective exercises will enable participants to develop an understanding of how they achieve hopefulness for themselves. An approach will be shared to support people with dementia remain hopeful through the use of person-centred practice.	This seminar will help care providers to understand how Apprenticeships can be integrated into and benefit their workforce development, get the facts about what funding is available for the delivery of Apprenticeships and the funding process and find out about the different routes for engaging with an Apprentice.	How speech training technology and precisely targeted vocational content can improve the service and communication for all staff where English is not their first language.

Programme and Speakers subject to change.

Please note there is no booking system. All places at seminars will be offered on a first come, first served basis