

Surrey Care

News ■ Information ■ Support ■ Newsletter Issue 30 ■ December 2011

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



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

Email: jenni.turner@surreycare.org.uk



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

Email: rosie.hatton@surreycare.org.uk



Ellie Russell
KTP Associate
Tel: 01372 825102
Fax: 01372 825125

Email: ellie.russell@surreycare.org.uk



Clare Graham
Training Administrator
Tel: 01372 825154
Fax: 01372 825125

Email: clare.graham@surreycare.org.uk



Joanna Moyo
Finance Administrator
Tel: 01372 825155
Fax: 01372 825125

Email: joanna.moyo@surreycare.org.uk

www.surreycare.org.uk and www.surreycare.co.uk

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

*Seasons Greetings from the Chairman Mike Roycroft, our Board of Directors and Advisors,
Chief Executive Erica Lockhart and all the Surrey Care Association team.*

The Awards season is in full swing!

This year's Awards season got off to a great start with our very own Oscars for the county's care sector, the Surrey Care Awards on 18 November.

The organisers would like to thank all the sponsors of the Surrey Care Awards whose contributions made the event possible: Ashcroft Support for Living, Auditel, Bluefin Insurance, Care Choices, Care Management Matters, Danfloor, Downing Care, Downs Solicitors LLP, Healthcall Optical, Lloyds TSB, National Skills Academy, Opus Pharmacy Services, Panache, Paying For Care, PHS Allclear, Queen Elizabeth Foundation, SCILS, Spectrum and 3663, Tutor Care and Training for You.



*The organisers of the Surrey Care Awards were letting success go to their heads as they celebrated another highly successful gala Awards night.
From left to right: Joanna, Jenni, Rosie, Clare and Ellie*

For more photos and the list of winners see the Surrey Care Awards souvenir brochure enclosed with this newsletter or visit our website www.surreycare.org.uk

Hot on the heels our event, Erica Lockhart was proud to be one of the presenters at the Great British Care Awards South East held on Friday 25th November at Brighton Dome. It was wonderful to see so many companies from Surrey represented in the finalist categories including Ashcroft, Broome Park, BUPA St Georges and Titleworth One to One.



Great British Care Awards South East winners Rosi Stevens and Sarah King.

On the night we were delighted that Ashcroft's Rosi Stevens won the Newcomer Award and Sarah King from Titleworth One to One won the Home Care Manager Award.

Both these winners will now go on to represent the South East at the Great British Care Awards finals in London next June. Good Luck Rosi and Sarah!

Book now for Showcase 2012

The region's premier business event for the care sector takes place on Thursday 15th March at Brighton Racecourse. Don't miss our programme of top level speakers, seminars, training opportunities, business support and networking. See flyer with this newsletter.

Inside: ■ Skills For Care ■ Fee Consultation ■ National Skills Academy

News from Skills for Care

My name is Marianne Davis and I have recently been appointed as the Skills for Care Area Officer covering Surrey.

You may know my colleague Karen Stevens who has been covering Surrey and Sussex for the last few years. Karen will now cover the Sussex area and I am sure you will still have contact through our networks and other activity with Karen and other Area Officers across the Southeast.



I am delighted to be joining the team and to be working in Surrey. Thank you to so many of you who have already made me very welcome and I look forward to working with you on an ongoing basis.

Apprenticeships – Helping Young People get employment in social care

Taking on an apprentice is a great way to support someone to obtain a qualification whilst gaining valuable work experience. An apprenticeship offers the social care employer the chance to gain full or partial funding for the apprenticeship qualification.

Apprenticeships are not just limited to young people, apprenticeships also provide a development opportunity for existing staff, and are currently one of the main routes of funded workforce development due to the demise of several other funding streams. You can also use the Workforce Development Fund to help you supplement the cost of the training if the apprentice is not receiving full funding.

Skills for Care is actively encouraging social care providers to take on an apprenticeship and there are a whole range of resources and support guides on the Skills for Care website. This link will take you directly to the web page

www.skillsforcare.org.uk/qualifications_and_training/apprenticeships/Informationforemployers.aspx

Skills for Care sends out an e-news bulletin every two weeks, if you would like to be added to the distribution list please visit the enews section or email marketing@skillsforcare.org.uk

Contact Marianne Davis on telephone 0118 9662 537, mobile 07779 352 039 or email marianne.davis@skillsforcare.org.uk

Older People's Business Plan Update

by Valerie Smith, Senior Associate Consultant

It seems incredible that we are almost at the end of the year and Christmas is only a few days away. Project managing this project is still challenging and very rewarding and thank you for all your support and hard work. I thought this might be a good time to update you on the various topics and outline what we have achieved in the last few months.

DNAR – Do not attempt resuscitation

After a few false starts NHS Surrey has now succeeded in getting agreement on the policy and paperwork for the Surrey wide DNAR policy. Information on the policy and details of the awareness training are available on the SCA website. You will see that the awareness training sessions have been arranged in geographical patches, please select a training session in the area where you provide services. This approach has been adopted to ensure that each area has access to training.

Stroke Champions

The project to develop stroke champions had its inaugural meeting in November. This pilot project will be evaluated and the outcomes will be incorporated into future projects.

Dementia - A six part course for Domiciliary Care Staff, University of Stirling

Many of you will be aware that we ran a similar programme for care home staff last year and the evaluation from this programme was very positive. The University has now developed a course for Domiciliary Care and we have secured funding to run the programme with ten Domiciliary Care providers. The programme commenced with a two day facilitators training session and will run for six months. Both these programmes have been accredited by City & Guilds and the RCN.

Caring for Our Future

Thanks to the feedback at the network groups we have been able to submit a response to the consultation on Caring for Our Future. A copy of our response is available on the SCA website.

Network meetings

Although the number of people attending the Domiciliary Care network continues to increase, the Older People's network has not enjoyed the same growth in numbers. It would be good to understand why this is happening and what we can do to address it. I would welcome your comments and suggestions. My email address is valerie.smith@surreycare.org.uk

Dementia Care Conference

We held a very successful Dementia Care Conference last month which was very well attended in spite of taking place on the day of the public sector day of action and the M25 and M3 closed for several hours because of accidents.

The overall aim of the conference was to update participants on the developments in Dementia Care and to share local best practice. Sarah Mitchell, Strategic Director, Adult Social Care opened the conference and her presentation touched on the challenges and opportunities around dementia which are facing us today.

Diane Woods, Associate Director, Commissioning Mental Health and Learning Disabilities at NHS Surrey outlined the key issues in the Surrey Mental Health and Dementia Strategy and looked at current work that is being done in implementing the strategy. She highlighted the future priorities and the 'What's good for the heart is good for the head' campaign.

There was an excellent presentation from Dr Gemma MM Jones. James Cross from Skills for Care outlined the Common Core Principles developed by Skills for Care. A series of breakout sessions provided information on Alzheimer Café, Telecare and a Carer's perspective of looking after a relative with dementia. We are planning to have another Dementia Care Conference in March 2012.

May I take this opportunity to wish you all a very happy Christmas.

NEW SCA Directors

Welcome to three new directors on the SCA Board



Reece Howe – Physical Disability Services Director

Reece is the founder of Kirkwood Care. Set up after his grandmother received very poor end of life care, Kirkwood Care provides professional, personal domiciliary care in Surrey from the company's offices in Guildford. Reece is passionate about providing the highest level of home care to elderly and disabled individuals. Reece's professional background is as a Chartered Accountant.



Richard Williams – Care at Home Services Director

Richard is co-founder of Carers at Home Ltd., providing domiciliary care in Guildford, Godalming and the surrounding areas. Carers at Home was formed in 2007 before which Richard was an investor in and CEO of several telecommunications and internet companies. Richard is particularly interested in outcomes and the sustainability of care providers.



Simon Carter – Children's Services

Simon is MD of Access Care Surrey in Farnham. Simon was previously MD of telephone answering franchise Kendlebell Ltd for 11 years and prior to that he was MD of an accountancy software company. Having run two very diverse businesses over the last 20 years Simon had a strong vocation to move into the Social Care sector so that he could make a positive contribution to the lives of those in need of care and assistance. He has recently completed his NVQ Level 4 in Health and Social Care and NVQ Level 5 in Leadership & Management

Learning Disability Update

by Alan Willmott, Senior Associate Consultant

Life for providers of services for people with a learning disability continues to be interesting! The good news is that the government has reversed its stance on the mobility allowance component of DLA and announced that this will not be removed from those living in care homes.

The Public Value Review by SCC continues and they are now making public their initial recommendations, many of the themes will feel familiar to those who have been following the direction of travel for some time. There is a continued move towards alternative accommodation solutions such as supported living although there seems to be a less dogmatic approach with a recognition that for some people a care home environment may meet their needs and wishes. For those wishing to see the recommendations, a presentation given at the Surrey Partnership Board is available on www.surreypb.org.uk/. Check our LD page on the SCA website for updates as the detail under the headings becomes available.

Fee levels consultation - the SCA view

ADASS President Peter Hay has made an unprecedented offer to private care home owners to join him and other directors of adult social services in talks about fee levels paid by local councils. In the middle of a continuing series of judicial reviews concerning fee levels paid for older and vulnerable adults in residential care, and at the end of a gruelling transfer of some 750 Southern Cross homes to other providers, Mr Hay asked the home owners at their annual conference:

- Can we agree on some simple guidelines for a common approach to fees – or shall we pull apart when, really, we have a greater, common cause in the care of your residents/our citizens?
- Shouldn't we consider mediation before we rush to judicial reviews and having to spend money on legal actions that neither of us has?
- Shouldn't we do this at a speed which allows us to show the quality – the very high quality – of our business to the people that matter, rather than letting others talk that business down?
- The barriers to social and health care integration are strengthening, even though integration is a known mechanism through which additional resources can be controlled within the care system.

Mr Hay ended his speech by emphasising again the vision for social care that ADASS is bringing into the 21st century: a vision for a "single, simple and personalised social care system which is understandable at the point of crisis, frees people from fears about its affordability, and offers peace of mind though dignity and safety for individuals." He ended: "It's not just a story about older and vulnerable people. It's our story too!"

Comment from SCA about the position here in Surrey

SCA had already opened discussions about the cost pressures on providers in the context of a planned budget for inflation continuing at 0% in the medium term financial plan. SCA tabled independent evidence from Edward Symmons Healthcare, highly regarded valuers in the field of care homes of the inflationary pressures being experienced by providers. SCA Board had already determined we had no appetite to pursue the judicial review route, in keeping with many other local associations so had opened dialogue with Surrey County Council, whilst at the same time understanding the very difficult financial situation SCC faced going forward.

In the meantime the findings of the Judicial Review in Sefton brought additional emphasis to the discussions, followed swiftly by the actions of Staffordshire County Council and now East Midlands (Leicestershire County Council). We are planning further meetings with SCC to establish a way forward in Surrey. Judgements and press releases can be referred to on our website www.surreycare.org.uk.

In his keynote address, Mr Hay extended this olive branch in a time which he described as 'chillingly austere'; when events at Southern Cross and Castlebeck have vividly illuminated what can happen to vulnerable people "when social care goes missing" and when social care budgets for 2012/14 (years 2 and 3 of the Comprehensive Spending Review) could well be cut by more than the £1 billion they have been cut this year.

This at a time when:

- The gap between the needs of older and vulnerable people, and the resources available to meet those needs, is growing ever wider. "There are no gap-deniers," he said: "no flat-earthers around – people who don't think this established and growing gap is emerging, however much we might disagree on the size of the gap."
- Unintentionally, judicial reviews are hardening arteries around the use of eligibility criteria to allocate funds, when those criteria are the only means by which resources can be controlled within the system.

National Skills Academy for Social Care broadens its leadership role

By Diane Lawson CEO National Skills Academy for Social Care



The National Skills Academy for Social Care has been created to enable the development of leadership behaviours in the entire Social Care workforce.

Our views at the Academy, driven by our members and sector thought leaders, is that leadership qualities should be developed in everyone in an organisation and are best evidenced in people's daily behaviours. Changing the way we work and think about work can be taught and developed so that people develop leadership confidence. Hence our Front-Line Leaders Programme applies leadership development practice to first-time or front-line managers, including team leaders and shift leaders. It is workplace-based and uses coaching and reflective approaches to give people an opportunity to see not just how they behave, but how this behaviour affects their service users, their colleagues and their organisation. As a consequence, it enables people to think about, and change, their behaviour on a continuous basis.

In the words of one course participant: "I am now constantly assessing my own practice and have the means to better myself, which in turn creates a happier, smoother workplace, which most importantly improves the quality of service we offer."

This approach is mirrored across all our programmes, for the frontline staff to the CEO and head of service and has driven the establishment of our Endorsement Framework for excellence in social care training. This scheme, states Maureen Hinds Head of Programme Quality at the Skills Academy, is the only one of its kind purely for social care. It recognises and badges those social care training providers who can demonstrate a clear commitment to social care values and involvement of service users, alongside the content of their training. We currently have some 70 organisations and individuals around the country who carry the Skills Academy Recognised Provider, Centre of Excellence or Endorsed Practitioner badge and if you want to check whether your training provider is endorsed please go to our website - <http://www.nsocialcare.co.uk/endorsement/>

continued on page 4

■ A new on line research tool for Surrey

Check out this new website for lots of useful information for your local area and also for researching needs in Surrey. The free to use site developed by the Surrey Strategic Partnership has a built-in map and by entering their postcode residents can find a host of other services and facilities in their community. These include the care homes offering places for older people and information on local doctors, hospitals, charities and councillors. Visit www.surrey.gov.uk.

■ KTP Update by Ellie Russell KTP Associate

Since I started the KTP earlier this year I quickly learnt the Adult Social Care sector doesn't stand still for long! There has been rapid change throughout the sector which is only set to continue. Advancements in provision of healthcare and transformation of services is opening many doors, however this all comes at a time of an increasingly difficult financial climate. For some providers this can be seen as an exciting time with optimum opportunities whilst for others this can be a daunting and very challenging time. For this reason alone it is important that SCA are in a position to continually maximise provider engagement understanding what it is that you value from SCA's services. This is the main focus of the KTP and you will notice over the next few weeks and leading into the new year we will be contacting managers across Surrey to confirm providers details. It is really important we capture this data (and keep it up to date) so we can keep you informed of what's happening and making sure everybody gets the opportunity to utilise SCA services going into 2012. I would like to thank everyone in advance for your help with this it is greatly appreciated.

■ Can you help with work placement opportunities?

QEF Vocational Services in Leatherhead provides adults with disabilities or long term health conditions employment skills training to help them gain sustainable employment.

In preparation for employment, and in addition to time spent at the QEF, trainees have the opportunity undertake a period of work experience with employers. If your organization is able to offer a work experience placement, QEF will be pleased to discuss how we can provide support for you and a trainee. Whether you can offer some experience within your building maintenance, gardens or office support teams, the QEF employer engagement team is available to discuss your requirements and match trainee's with appropriate skills to your needs.

If you would like to know more about our services and how we can work with you to offer life changing opportunities for those wishing to enter the job market, please contact our Employment Engagement Manager, Ash Khan – employer@qef.org.uk

We are extremely grateful for all the help we receive and very proud to have been successfully providing services for disabled people for over 75 years.

Note from SCA, we recently offered a work placement and we were thrilled not only with the individual's contribution but also with the support QEF offered, so on the basis of our experience we do recommend you give it a try.

■ Are you ready for TV's Digital Switchover?

Some areas in the Meridian TV region will switch over on the 8th or 27th February whilst for those in London TV region the date is 4 April.

The BBC's Switchover Help Scheme provides older and disabled people with practical help to switch one TV to digital. To help promote awareness of the Help Scheme, care providers are being offered (free of charge) awareness training for employees, printed and online literature for employees and service users and a whole host of other materials. If you want to get involved contact Aydeé Burke, Regional Project Coordinator on aydee.burke@carillionplc.com or 07949 877327 or visit www.helpscheme.co.uk

■ Important changes to funding claims

SCA has been advised by Skills for Care that you will not be able to submit any claims until your NMDS is updated. We strongly advise you to take action on this now. We run the risk of losing our contracted funding if we do not submit claims in a timely manner. Last year we received so many claims right at the last minute, many providers lost out when there were just small errors but no time to rectify. In some cases providers lost several thousand pounds – they were upset and we were as well. So this note is to remind you to give some attention to this NOW.

We recently heard that the range of eligible units had been extended to include all units that are covered by the level 2, 3 and 5 diplomas and that all old NVQ unit deadlines have been extended to 16th March 2012. Skills for Care recognises the difficulties being experienced with sourcing QCF units/ diplomas so have agreed to undertake work with the awarding organisations and training providers to improve supply into the sector.

See under Downloads on our website

■ Stop Press

- A new BBC3 money-makeover pilot programme has contacted SCA looking for hardworking families (e.g. care workers!) who know how to make their money go a long way. If staff are interested in taking part they can contact castingproducer@crackitproductions.co.uk or Ramy on 020 7734 4501.
- Care Agenda 1-2 February in Stratford. Larger providers can meet suppliers in an informal atmosphere, network, participate in useful seminars and enjoy an evening dinner and overnight stay. All for FREE. This offer is only open to decision makers. Erica and other Surrey providers have found it to be a valuable opportunity to meet suppliers. Erica has been asked to recommend new providers so do let her know if you are interested.
- Keep an eye out for SCA's monthly e-news update. Towards the start of each month we send a summary of news items, categorised by service type etc, we think will be of interest to you. Our intention to keep you up to date and save trawling through the myriad of information sources out there. Your feedback is also welcome. Contact Jenni Turner to ensure your email address is on our distribution list.

■ Making Sense of the CQC Essential Standards and Demonstrating Compliance

Surrey Care Advice Service (SCAS) is offering one to one 2 hour meetings with experienced Advisors who will go through the Essential Standards and help you think through how you will demonstrate compliance and address any areas of weakness.

Contact Sarah Pearce via email at sarah.pearce@surreycare.org.uk or the SCA office.

Flyers with this mailing

- Training Places Availability
- Business Skills x 2 Flyers
- Showcase 2012
- CQC Compliance workshops
- ASCG Grant Paperwork
- Training Planning workshops

National Skills Academy continued

In recognition of the importance of this work the Skills Academy was charged by the Department of Health's Vision for Adult Social Care last year, to build a whole of sector Strategy to support leadership development. The sector's Leadership Strategy will form part of the Health and Social Care White Paper, due out in Spring 2012 and we are proud to have been able to bring together our members such as Surrey Care and capture our learning and experience around developing leadership in adult social care to build the National Leadership Qualities Framework as a key feature of the strategy.

The Leadership Development Framework, which articulates appropriate leadership behaviours for people at different levels in organisations, from Care Assistants right up to senior strategic roles, will enable benchmarking across the sector between service providers and training providers to ensure we are creating the step change required in our workplaces to deliver excellent care. The Skills Academy delivering on its promise is at the centre of building the vision, structure and capacity around leadership in the sector, giving employers, trainers and commissioners new directions, ideas and practical suggestions to help them thrive in the new social care landscape. We will be providing more details about the Framework and the Strategy in the February 2012 issue of the SCA Newsletter. If however like many in the sector you can't wait to get started please contact Debbie.Sorkin@nsasocialcare.co.uk our Head of Membership and Engagement.

National Skills Academy is a silver sponsor of the Surrey Care Awards 2011.

HSBC/NHFA Investment Bond Fine

Partnership Assurance currently works with a number of care homes in Surrey and is one of SCA's partners. In light of the recent news regarding the fine issued by the FSA on HSBC, Erica has asked for reassurance and Partnership has issued the following statement:

The fine relates to inappropriate investment advice provided by HSBC's NHFA subsidiary for asset-backed investment products (typically investment bonds) to fund long term care costs for elderly customers. These products are not and have never been offered by Partnership.

While very much dependent on individual circumstances, purchasing an investment bond is highly unlikely to be the appropriate funding instrument for care for people over the age of 80. This is mainly due to issues of life expectancy and extreme vulnerability to volatility.

No concerns have been raised with advice relating to "Care Annuities" which are offered by Partnership. These are the only products which have been designed specifically to guarantee an income for life to meet the costs of care in return for the payment of a one off premium.

Partnership is firmly of the opinion that self funders should contact specialist financial advisers for funding advice for care fees. If you have any questions please contact kate.wakefield@partnership.co.uk

Information Governance

SCC has circulated its list of Top 10 Tips regarding information governance and data protection. Please share this with your staff.

- Keep passwords and log-ons secure – don't share!
- Shred unwanted material or put in confidential waste
- Have a clear desk policy
- Encrypt all mobile devices – laptops and mobile phones etc
- Fax securely – ring and check the recipient is present
- Check your email addresses are correct before sending
- Lock screens, cupboards and offices when not present
- Don't leave client's personal information on view
- Carry personal information securely when on the move
- Be vigilant – no client conversations in public places – don't be overheard!

Dates for your Diary

| Event | Date & Time | Venue |
|--|--|----------------------------|
| For a full list of What's On for 2012, please visit www.surreycare.org.uk/calendar.html | | |
| Dom Care Network Meeting | Wednesday 8th February 1.30pm – 4.30pm | Leatherhead Golf Club |
| LD Network Meeting | Tuesday 28th February 10.00am – 1.00pm | Leatherhead Golf Club |
| Older People Network Meeting | Thursday 8th March 1.30pm – 4.30pm | Leatherhead Golf Club |
| Surrey and Sussex Showcase | Thursday 15th March 9.30am – 4.00pm | Brighton Racecourse |
| Spring Conference | Tuesday 22nd May 9.30am – 3.45pm | Leatherhead Leisure Centre |

To book any of the network meetings contact jenni.turner@surreycare.org.uk
To book any of the conferences contact lisa.mack@surreycare.org.uk