

Surrey Care

News ■ Information ■ Support E - Newsletter ■ June 2018

Surrey Care Association  Supporting Social Care Providers in Surrey

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Surrey Care Association Limited. James House, Emlyn Lane, Leatherhead KT22 8BZ

Announcing the Surrey Care Awards 2018!

Every year our prestigious Surrey Care Awards offer providers a unique opportunity to recognise the outstanding care and dedication of staff and celebrate their achievements.



This year is our 10th Anniversary and our gala awards ceremony on Friday 9th November promises to be bigger than ever.

It's simpler than ever to nominate individual staff members, teams or your company in one of our Awards categories (*see right*). So don't delay, the deadline for receiving all nominations is Tuesday 11th September 2018.

For Awards sponsorship opportunities please see the article on [page 4 of this newsletter](#).

Surrey Care Awards Categories 2018



- *Ancillary Worker of the Year*
- *Beyond the Call of Duty - Care Home*
- *Beyond the Call of Duty - Care at Home*
- *Care Newcomer of the Year*
- *Care Provider of the Year*
- *Care Team of the Year - Care Home*
- *Care Team of the Year - Care at Home*
- *Excellence in Delivering Dementia Care*
- *Frontline Leader of the Year - Care Home*
- *Frontline Leader of the Year - Care at Home*
- *Innovation & Good Practice in Staff Recruitment & Retention*
- *Manager of the Year*
- *Registered Manager of the Year*
- *Most Innovative Activity Programme*
- *Outstanding Contribution to Social Care*

Download your copies of the Surrey Care Awards Judging Criteria and Rules; Frequently Asked Questions and Nomination forms now.

Visit www.surreycare.org.uk/about-sca/surrey-care-awards/surrey-care-awards-2018

SCA Spring Conference Report

Did you miss our spring conference? Delegates benefitted from a top quality seminar programme, a bustling exhibitors' hall and, of course, plenty of networking opportunities! Here's a quick round up of presentations from our outstanding speakers.

Keith Strahan from NHS Digital outlined what is coming with NHS mail and more tasters of things to come that will support our clients and our services. Keith has offered to run a workshop for SCA to share more developments later in the summer.



Tom Owen also shared a new initiative at called **Care FaNs** to help care home residents connect with places, people and passions.

They want to make it easier for care homes to open their doors and develop stronger relationships with the local community. This can help improve the quality of life for residents families and staff – and may even assist recruitment.

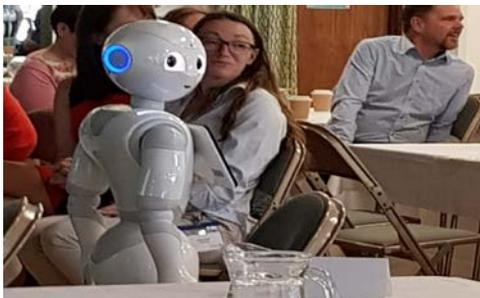
They provide a three step guide to help build community connections. Their pack is worth a read. Many of our Surrey homes already have good links with their communities but maybe there is something more to learn from this project

An inspiring presentation from **Tom Owen from My Home Life** outlined how leadership development can enhance quality in care services. Tom has subsequently been in touch with a view to discussing further how we could take this forward in Surrey.

Rich Stockley from the Strategic Transformation Partnership in Surrey Heartland (STP) gave an overview of how it all worked. There is still much to do to see how care providers can be engaged.

A highlight for everyone was the presentation by **Professor Keith Willett** 's talk on "People in health don't understand social care". His slides and presentation were very informative and highlighted how social care was central to the work of the NHS.

The final presentation of the day captured the imagination of all present as we heard from **Carl Clements of Emotion Robotics** with demonstrations and audience participation from Pepper the robot.



The next Conference is scheduled with our AGM for Thursday 4th October 2018.

Business Updates – formerly Network Meetings

A New Title and a New Approach

The new business approach for all our former network meetings is intended to be more provider-led, with a lead director of SCA developing each agenda alongside Erica Lockhart and the SCA team.

Older Peoples Care Home Business Update

Vicky Clark, CHC Contracts Manager, and John Woodroffe SCC Commissioning Manager (*pictured right*), shared plans for joined-up commissioning for implementation in 2019.

The plans follow the successful joint commissioning within home-based care last year. So far they have discussed plans with the six providers who they currently commission most and plan to have a wider consultation process later this summer; this will be followed by co-design events in the autumn. The proposals outlined led to a lively discussion and raised a number of points which Vicky and John promised to take away and investigate. Further details of the consultation will be shared when they become available.



Emily Wighton from NHS England shared the Enhanced Care Model framework and promote its use. She also shared the “Data Security and Protection Toolkit” which has been developed to assist providers to comply with their requirements in relation to the NHS contract and will assist with GDPR. There will also be a video conference on 21st June to take social care providers step by step through the toolkit. One of the benefits of completing the toolkit is access to an NHS email account!

A ‘focussing on practice’ session followed with Karen Drake and Lydia Stern from Langham Court giving a powerful presentation on how using David Sheard’s Butterfly Household model of care has contributed to the achievement of an outstanding rating from CQC.

The sector update from Alan Willmott covered the consultation by the CMA on compliance with consumer law for care homes for older people – the meeting agreed that it would be helpful to follow up with a session on 3rd July to look in more detail at responding. Other topics covered included CQC’s guidance on compliance with the Accessible Information Standard, revised guidance on the inspection process and Skills for Care Workforce Development Guide.

Domiciliary Care Business Update

The meeting on 7th June commenced with a discussion on key issues including GDPR information requests from SCC; the new guidance on employment checks from CQC; general DBS requirements and process; and using conversational assessment. This was followed by an exploration of some statistics on the number of Domiciliary Providers in Surrey, how many new registrations and de-registrations had taken place last year.



Everylife Technologies shared their approach to audit using the electronic system they have developed and how this can make life easier. An interesting discussion ensued.

Ali Porteous updated the meeting on progress within the workforce project and the sector update from Alan included changes to CQC guidance, a new report from Age UK on accessing services, the new Driving Improvement report from CQC and Skills for Care revisions to the workforce development guide.

SCA News

Thinking of becoming a SCA Member?

Providers often tell us that our network meetings are among the main benefits of SCA membership. Joanne Kennedy of Greys Care Group was kind enough to explain how membership is helping her:

“As an independent private provider (2 homes totalling 55 beds) with mainly privately funded residents, it can sometimes feel quite isolated from the rest of the Adult Care sector. We have been running the business for 34 years and frequently I felt that we were trying to re-invent the wheel sometimes putting ideas in to place. I have found now that by being a member of SCA, it gives me opportunity to meet and work with other providers and managers within Surrey, sharing good ideas and best practice and keeping ahead of changes in law and the market. The workshops are such good value for money for training myself and my management team and The OP and Registered Manager meetings are so important for me to go to: I look forward each time to coming back to the office with a note-pad full of ideas for improvement and development.”

If you would like to know more about SCA Membership contact us at membership@surreycare.org.uk

Surrey Care Awards 2018 - Sponsorship opportunities

We're delighted that sponsors are now coming forward to sponsor our prestigious gala event on Friday 9th November. Our thanks to go to **Nellsar; Christie & Co; Broome Park; Beritaz Care; Nurseline Healthcare** and **GDPR Auditing** who have already agreed to sponsor this year.

If you would like to discuss sponsorship contact Erica Lockhart on 01372 360593. You can view the full range of sponsorship opportunities packages at: surreycare.org.uk/about-sca/surrey-care-awards

NEWS from our Commercial Partners

Citation – Event open to All

Tuesday 26th June 9.30am – 12.00pm

Woodlands Park Hotel,

Stoke D'Abernon, KT11 3QB

Join SCA and Citation for an update on CQC changes and developments to HR and Health & Safety legislation with Mick Feather, Care Business Manager, and Keith Lawson, Business & HR expert. The event will also include problem solving and best practice sharing amongst the other care providers in attendance.

Citation

Mick Feather, Care Business Manager

- Overview of CQC changes
- Outstanding services
- Preparing for CQC inspections to ensure you are rated outstanding

Keith Lawson, Business & HR expert

- HR Legislation & GDPR
- Top tips to recruit, retain & motivate employees
- Protecting employees, service users & visitors from risk

Entry is free but by invitation only and tickets are non-transferable.

RSVP is essential. Call 0345 310 0650

Email RSVP@citation.co.uk

News from our Commercial Partners

Royds Withy King



At the end of November 2017, the CMA published its final report on its market study into residential and nursing care homes for older people. The report highlighted the CMA's concerns about service user contracts potentially breaking consumer law and confirmed that the CMA and CQC will continue to take forward enforcement action against providers whose contracts are non-compliant. Further guidance on compliance with consumer law will be published by the CMA in the Summer of 2018. The Social Care team at Royds Withy King have been advising care homes on implementing watertight, compliant contracts for a number of years. Our experience shows that whilst it is vital that residents and their families are protected against unfair terms, it is equally important for providers to ensure that their contracts and admissions procedures protect them.

Royds Withy King's standard cost for this contract is £750 plus VAT but **Surrey Care Association members** will be offered a discounted price based on the number of providers purchasing - the more that buy the cheaper the individual price.

If you would like to purchase a contract please download and complete [the model application form](#) from the SCA website and return it to Georgina Tucker at Royds Withy King
Georgina.Tucker@roydswithyking.com

Towergate Insurance



Towergate Insurance have specialised in insurance for the Care Home and Domiciliary Care sectors for over thirty years and have a range of policies to suit all areas within the care industry, through recognising that no two homes or providers are the same.

We are delighted to be working with Surrey Care Association to understand your needs and how we can best support you, keeping close to legislation and regulatory factors that may influence your insurance requirements.

We understand that our role as your insurance broker partner goes beyond just the policy itself; we see it as our responsibility to help you to implement a robust approach to risk management too – which is the reason we offer value added services alongside all of our care policies. We, and our carefully selected partners, can help you with legal advice and support, accurate valuations to avoid underinsurance, cybercrime risk and proactive risk management to safeguard your care business.

We're looking forward to meeting SCA Members over the coming months, but if you have any questions about insurance, or would like a quote, you can **call our care team on 01438 739280** or email newcare@towergate.co.uk

SCA NEWS

NHS Accessible Information Standard

Surrey County Council sent a letter to all providers in January reminding them of their duties in respect of the NHS Accessible Information Standard. The Standard directs and defines a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of relevant persons by all NHS and adult social care service providers. It requires all health and adult social care providers to complete the five stages.

Surrey County Council commissioners are reviewing compliance with the Standard by organisations commissioned to provide public health and adult social care services.

For further information on the Standard, please contact NHS England at england.nhs.participation@nhs.net or telephone 01138 253002.

News from our Members

Congratulations to homecare agency **Right at Home Guildford and Farnham** which has won the Customer Focus Award in *the Eagle Radio Surrey & Hampshire Biz Awards 2018*.

“Every single member of our team has contributed to this award,” says Alastair Shanks, MD, *(pictured right with team members)* “from the frontline caregivers who visit our clients, to the Care Managers who support our fantastic care team and the office team who ensure that everything runs smoothly.”



In their most recent annual satisfaction survey, 99% of their clients said they would recommend Right at Home to a friend. Alastair believes that it's by recruiting and supporting the best carers that they are able to offer their clients the best possible care.



Residents at **Felbury House** in Holmbury St Mary now have a beautiful purpose built sensory garden to enjoy. At the recent grand opening, garden design winner Joan *(pictured left)* cut the ribbon, a proud moment!

Felbury House is part of the Greys Care Group which was recently voted “*Best small care group in Surrey 2017 & 2018*” by carehome.co.uk. To celebrate the award residents and staff were treated to a lovely meal at the Ivy.

For more Members' news visit:

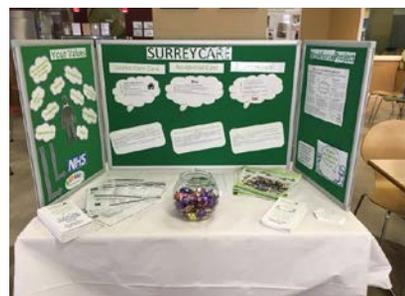
www.surreycare.org.uk/blog/surrey-care-members-stories

Workforce Project Update

The workforce project has been venturing into different areas of recruitment and trying some new ideas out with providers and the NHS. We have been working with Sian Sallis the Health & Social Care Pre-employment Programme Coordinator in Surrey developing a joint recruitment day, the *Health and Social Care recruitment fair* which took place on 2nd June at the Royal Surrey County Hospital.

Aimee Sims, our new Membership Officer went along to the fair. This was her first event, so a big thank you for her enthusiasm. Aimee wrote:

'It was a good chance to find out what vacancies there are within the local Health and Social sector. It started off very busy and I had a chance to chat and discuss the different roles we have within the sector to some enthusiastic people who were willing to learn and develop their skills. We had over 50 people walk through the door, so it was a good turnout.'



Aimee's stand at the recruitment fair

The event has provided us with some very interesting observations and, combined with a recent trip to NHS Cornwall to observe their recruitment process, we will be planning another event in the west of the county in September. The exciting part of this project is the opportunity to recruit team members shoulder to shoulder with the NHS, helping everyone to see how our roles are intertwined.

If you are working on areas of your workforce development and would like some support from Surrey Care Association please contact Ali Porteous at workforce@surreycare.org.uk

Health Plus Care Show - Europe's largest integrated health and social care event is coming soon!

Held at the Excel centre in London over two days from 27th and 28th June, Health+Care provides a platform for more than 10,000 senior health and social care professionals to come together to forge new partnerships and productive ways of working in challenging times.



27-28 JUNE 2018 | ExCeL LONDON

SCA will be there on the Care Association Alliance stand. Why not take the opportunity to come along and meet many of our partners and suppliers plus there are many informative short seminars to learn from.

Our own Workforce Project Manager Ali Porteous will be speaking on 27th June, sharing our experiences in Surrey on workforce challenges. This session will give some pointers on developing a workforce plan everyone appreciates and how you can work with your teams to attract new workers to your organisation. Do come along and support Ali.

Free registration is available on [the Health Plus Care website](#). We look forward to seeing you there!

Health Plus Care Seminar Programme

A NEW APPROACH TO WORKFORCE CHALLENGES - DRAWING ON EXPERIENCES IN SURREY WORKING WITH PROVIDERS, CAN WE MAKE A DIFFERENCE?

SPEAKER: ALI PORTEOUS, Workforce Project Manager

27 June 2018 12:30 - 13:00
Residential and Nursing Care Theatre

Dates for your Diary

Events open to Members Only:

Business Updates held at Leatherhead Golf Club:

- Domiciliary Care Providers meeting – Tuesday 11th September
- Older People Care Home meeting – Tuesday 4th September
- Learning Disability meeting – Tuesday 19th June and Thursday 13th September

Workforce Training: Recruitment & Retention

For a full list of our meetings and extra sessions from June through to October 2018, please check our [website page](#) or contact workforce@surreycare.org.uk

Please note you must be a SCA Member to attend the Business Updates and Members only events listed above. If you would like to enquire into membership, please contact membership@surreycare.org.uk

Events open to Members & Non-Members:

Citation & SCA Seminar Tuesday 26th June:

Breakfast at 9.30 am. Seminar from 10am - 12pm.
Woodlands Park Hotel, Stoke D'Abernon, KT11 3QB

SCA Training

Appraisal + Supervision Skills - Tuesday 3rd July
9.30 am - 12.30 pm. Venue James House

Practical Skills in Interviewing - Tuesday 17th July
9.30 am - 12.30 pm Venue James House

MCA/DoLS Workshop for Managers - Wednesday 11th July
from 9.30 am - 12.30 pm. Venue TBC

Working Effectively with Complaints - Monday 31st July
from 9.30 am - 12.30 pm. Venue TBC

Surrey Care Association Autumn Conference
Thursday 4th October 9:30 am–4:00pm Leatherhead Leisure Centre

Surrey Care Awards Evening
Friday 9th November 7:00pm–1:00am
Epsom Downs Racecourse

To reserve your place at any of the events above please email sca@surreycare.org.uk or call us on 01372 571174.

Our marketing assistant Ilaria will be leaving us at the beginning of July and we'd all like to thank her for all her work in helping to bring our social media and on line marketing campaigns bang up to date. We will be advertising for a new marketing assistant so please contact Charlotte if you know anyone interested in the role based in Leatherhead.

Andrea Sutcliffe's recent blog mentioned the importance of CQC's links with care associations and trade associations:

"The central message of [Quality matters](#) is that to achieve high quality adult social care for everyone, all parts of the sector need to work together to make that ambition a reality. The relationship between the CQC and the various trade associations is one important way to make that happen."

Our Members are represented at these trade association meetings through SCA's strong links with the Care Association Alliance and have a direct feed into CQC.

NEW! Our updated programme of training opportunities, open to all members and non-members, has just been published. See Dates for your Diary on this page.

Meet our new Membership Officer!

Aimee Sims joined us in April to maintain and recruit new members, as well as assisting with the members we already have and our commercial partners.



After completing her Level 3 diploma in child care and learning development at NESCOL College, Aimee worked in day nurseries then in recruitment within the care industry. Aimee then undertook temporary roles at Thorpe Park and Chessington World of Adventures as the HR rep for new staff, making sure people were happy in their roles.

Aimee believes her role at SCA will give her a great start to learn more about the care sector and progress into a further recruitment role within the NHS or here at SCA.