

Surrey Care

News ■ Information ■ Support E - Newsletter ■ April 2018

Surrey Care Association  Supporting Social Care Providers in Surrey

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Don't miss our Spring Conference!

Tuesday 15 May 2018 at Leatherhead Leisure Centre

This is another excellent opportunity for SCA Members and non members to network and keep up to date with developments both within SCA and also the wider care sector.

There will be a wide range of business and services suppliers to the care sector in our exhibition area. Our Chairman David Holmes will open the conference and we are delighted to confirm the following speakers will also be presenting:

Professor Keith Willett, Medical Director for Acute Care and Emergency Preparedness, NHS England:
"People in Health don't understand Social Care"

Tom Owen, Co-Director, My Home Life UK:
"Investing in quality to support business outcomes"

Rich Stockley, Head of Research and Engagement, Surrey Heartlands & Care Partnership: *"Understanding the Strategic Transformation Partnership in Surrey Heartlands"*

Keith Strahan, Principle Business and Implementation Change Manager, NHS Digital:
"Better Information Sharing"

Carl Clements, Director, Emotion Robotics:
"Enhancing Care Services with Social Robotics"

Register your place now!

Cost to SCA members £35, Non-members £45.

Contact sca@surreycare.org.uk or visit

www.surreycare.org.uk/events/spring-conference

Care Showcase Success



Over 700 visitors flocked to the 2018 Surrey and Sussex Care Showcase held at Brighton Racecourse in March.

The Showcase was officially opened by the Lord-Lieutenant of East Sussex Mr Peter Field. The Mayor of Brighton & Hove Cllr. Mo Marsh was also one of our VIP guests.

See photos and report inside this newsletter.

Another Outstanding Care Showcase

With the theme of ***Making Connections in Social Care***, the 2018 Showcase seminar programme was headed by keynote speaker Andrea Sutcliffe, Chief Inspector for Adult Social Care at CQC.

Other speakers included Margaret Willcox, President of ADASS; David Williams, CEO of St Monica's Trust; Avnish Goyal, Chair of Care England; Brian Morton from the Royal College of Nursing and Vic Rayner from National Care Forum.

The seminar programme also featured plenty of practical advice sessions covering subjects such as medication, speech and language therapy, epilepsy awareness, technology, recruitment, training and legal matters. Powerpoint slides from many of the seminars will shortly be available to view on www.careshowcase.org.uk or email showcase@surreycare.org.uk

Visitors flocked to the extensive exhibition area which offered a 'one stop shop' for products and services from over 70 training providers, IT companies, legal and business advisors, care associations and suppliers to the care industry.

"Our annual Care Showcase helps keep providers abreast of developments to ensure they can continue to offer high levels of quality care to the vulnerable adults they serve."

Erica Lockhart



CQC's Andrea Sutcliffe CBE addressed two packed Showcase seminar sessions on the theme of sustaining quality care.



Busy Showcase exhibition halls drew the crowds

Avnish Goyal, Chair of Care England, spoke about the relevance of staff training in achieving Outstanding care.



President of ADASS Margaret Willcox OBE led an interactive session on the upcoming Green Paper.

"As usual, everything was well organised and well attended. I am happy to confirm again next year."

Exhibitor

"I learnt a lot from the seminars I attended. Andrea Sutcliffe was brilliant as ever, so inspiring in a challenging climate." Seminar speaker

Showcase 2018 was supported by Surrey Care Association, East Sussex County Council, Brighton & Hove City Council and West Sussex County Council. The media partner was Care Management Matters magazine, event support partner Cura Systems and Care UK First Recruitment Solutions sponsored the registration desk.



Erica, Ilaria and Charlotte meet Carl Clements from Emotion Robotics and Pepper the social robot. Carl will be speaking at our Spring Conference in May.

SCA Network Meetings Report

Domiciliary Care

The lively March meeting covered topics including social care systems being used by providers and sharing experiences; Surrey County Council harmonisation rates and different approaches taken by providers; CQC and NICE Updates. SCC has made a few changes in recent tender process: Awarded Provider Status (APS) replaced APQ for all the new clients joining from 1st October 2018 but for some there has been no harmonisation for the old rates from AQP with contracts ending this March. SCC has declined to pay new rates for the old clients so far, however if there is a change of circumstances such as an hospital admission, the new rates are applied. Some providers with no harmonisation rates are considering giving notice -14 days needed to "hand back" the old clients with reluctance, and one provider was trying to discuss the issue with SCC. Others had agreed harmonisation rates at the time of the tender. This is down to each provider to make a business judgement as there is nothing in the contract about this matter. (see Negotiating Fees with SCC on page 4) In terms of CQC Updates, it was highlighted the fact that HBC CQC ratings need to be broken down to identify those that are Dom Care providers as providers keen to compare themselves. Across the country only 2% of Dom Care providers have Outstanding. NICE has produced several materials that could be very useful as pieces of evidence about quality assurance together with other resources e.g. on medication errors. This is a recent focus by Jeremy Hunt so expect to see it in inspections. Also an excellent Safeguarding guidance protocol on progressive ulcers: [Click to find out more here.](#)

Older People

Many Care Home proprietors and managers participated in a varied agenda meeting on 21st March.

Once again, the assessment on provision of continence services is a big issue across the county and there is concern about how long it takes for the initial assessment, and the lack of trust in the provider assessment, or indeed from the hospitals. Providers would like to act by raising a complaint with Healthwatch or if appropriate, Safeguarding. SCA also offered to take up this issue with the lead CCG.

Another development that SCA needs to explore with CCGs is placement agencies by hospitals paid by NHS CHS (Care Home Selection) and Care Seekers (fees paid by Care Homes for placements).

A fascinating talk from Dr.Boothby was held around his research highlighting connections between personality and dementia. There was also a presentation from one of our providers on the benefits of working with SCA Workforce Project Manager - there was very useful advice based on experience and learning. There was also conversation around CQC Updates and the 7 principles released by Jeremy Hunt on 20th March.



Rebecca Page from CHD Living spoke about the benefits of working with the Workforce Project at the Older People network meeting.

For key information and references, all the slides are available on the website in the Members' area under Networks. Also see [Dates for your Diary section](#) in this newsletter for dates of next network meetings.

SCA working with Skills Academy

Surrey County Council still invest money to support training in the independent sector and to ensure our members can access and benefit from the various opportunities SCA will make sure you are kept informed.

Of particular benefit is the Adult Social Care Grant which can be claimed for access to SCA workshops. SCC still pay for SCILS and this on line or downloadable resource is very useful for in house trainers. It is possible to secure in house training if the open programme doesn't suit your requirements. SCA always welcomes your feedback on the relevance of these opportunities.

Find out more at: surreyskillsacademy.learningpool.com/

SCA working for you - negotiating fees with SCC

Teams of directors at Surrey Care Association have been negotiating fee structures with Surrey County Council on behalf of our members to ensure the long term sustainability of all sectors of adult social care in the county. Here are the main points of our discussions to date:

Learning Disability Services

A group of SCA providers has been working on a Cost of Care Exercise with SCC. Thanks to Ann Kenney, CEO of Halow, who has led on this project. We are almost there.

Surrey County Council mailed letters to Surrey LD Providers on Monday 26th March to communicate information about fee uplifts for 2017/18, 2018/19 and beyond.

In broad terms SCA welcomes these uplifts. After several years of slim pickings we are grateful that SCC has once again instigated annual fee increases for LD services in Surrey. It is clear that without the robust approach brought by the provider community these uplifts would not have been secured. David Holmes, SCA's Chairman, has prepared a summary of the proceedings, highlighting the positive developments and those aspects of the process which are still causing concern. This summary is available to [read on our website](#) under 'News'.

Older People Services

SCA worked on this with SCC and agreed a four-year fee increase plan. The third year comes into force from April 2018. As a reminder, here is a table of what was agreed:

Type of care	Current	2016/17	2017/18	2018/19	2019/20
Nursing*	£485	£545	£605	£665	£725
Residential dementia	£450	£506	£562	£618	£675
Residential elderly / frail (non-dementia)	£400	£443	£486	£529	£570

* excluding funded nursing care

Domiciliary Care Services

A few issues have arisen over harmonisation of rates for those providers who did not agree a rate at the time of the tender and the original contract finished at the end March for existing clients. As a Director of SCA, Simon Carter from Melody Care met with SCC to resolve this problem and give advice on the way forward.

Clarification was sought on:

- the use of the Brokerage system when packages are handed back; and
- the end date in the AQP agreement and the ramifications of that end date.

Brokerage process

When a Package of Care is handed back with 14 days written notice it was confirmed that it is put on to the Brokerage System. Any provider, including the Provider who was previously providing the care service, may bid for the Package of Care on their new APS rates. SCC will then allocate the Package of Care to whichever provider offers best value to SCC. If only one Provider bids then they will be allocated the Package of Care even if they are the original Provider who has handed the Package of Care back. They should not decline the Provider's bid and ask their Reablement Team to take the Package of Care on whilst they continue to seek another Provider.

The end date of the AQP Agreement

The inclusion of the end date in the original AQP Agreement varies from one Provider to another. However, the end date was intended to apply to the allocation of new Packages of Care only. Even where a Provider has moved on to the new APS Agreement this is purely for new Packages of Care and does not automatically apply to existing Packages of Care. This continues to be the case even after the end date of the AQP agreement has been reached.

Summary

If any of our Members have an AQP agreement and also the APS agreement then the original AQP rates will be paid for the original Packages of Care and the new APS rates will be paid for all new Packages of Care.

If a Provider feels they can no longer continue to provide a service for a Package of Care on the old AQP rates then they need to liaise with SCC to see if there is a higher rate that both parties could agree to. If both parties fail to agree a higher rate then the Provider must decide whether or not they should give 14 days written notice to hand the Package of Care back. If they do this they may be able to retain the service user via the Brokerage System but this cannot be guaranteed. If another Provider, who has capacity, bids on the Package of Care at a lower rate, then SCC will be obliged to award them the Package of Care. However, if no other Provider has capacity and so no other bid is made, the service user will be retained by the original Provider on the new APS rates providing a formal bid is logged via the Brokerage System.

SCA News

Surrey Care Awards 2018 Sponsorship opportunities now available

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

Your organisation can show its support for our sector and reach providers all over Surrey thorough sponsorship of these prestigious Awards. See the new 2018 sponsorship opportunities packages at:

surreycare.org.uk/about-sca/surrey-care-awards



Want to nominate your staff for an Award?

The new 2018 nomination packs will be available when we launch the Awards at our Spring Conference in May. After that, all the information and nomination packs will be available to download from our website and we will publicise this via email to all Surrey providers on our database, at our network meetings and events and on our social media channels.

Refreshing SCA's Board structure

SCA continually strives to do the very best it can for its members. So one change is for our Board of Directors to take a more active role in aspects of our development and services to members. This has the added advantage of offering more support to Erica Lockhart our CEO as the demands on her time representing SCA at the many Care industry meetings is a continual challenge.

So each sector has a Director lead who will co-chair Network meetings and attend key sector meetings where relevant.

- Maria Mills, CEO Active Prospects, will lead on Learning Disability Services
- Jon Stanley, Operations Director CHD Living, will lead on Older Peoples Services
- And for the moment Simon Carter, Owner Melody Care, (also Treasurer) and Richard Williams, Owner Carers at Home, will jointly lead on Domiciliary Care until a new SCA Director is nominated.
- Andrea Cannon, Director of Client Strategy and Delivery Transform Housing, will lead on Housing Services - an area SCA wishes to develop further.

In addition:

- Simon Whalley, Chairman Birtley House Group, Vice Chair for Market Development
- Graham Elliott, Operator Downing Care, for Commercial Partnerships
- Fiona Aldridge, Director Panache Solutions, for Membership Benefits
- Kumar Gnanakumar, Owner Beritaz Care, leads on SCA Development.

Other Directors will have a supporting role on the Board for their areas of expertise.

For details of all our Directors and Advisors please look on [website under About SCA.](#)

Simon and the Virtual Care Home project in the news!

Look out for excellent articles in April issues of *Caring Times* and *Care Home Professional* in which Simon Whalley, chairman of Birtley House and vice-chairman of SCA, talks about integrating health and social care via the virtual care home. SCA members can read the full text here:

[Virtual Care Home Press Articles](#)



Workforce Project Update

The Workforce project has been delivering workshops and toolkits designed to help all providers with creative approaches around recruitment. In a hard market for finding the right person for the right job any new ideas can help. If you haven't had a chance to sign on to the workshops, please look at the [workforce pages](#) of the SCA website for details. If you book a place please let us know if you are unable to make the session so we can then offer your place to someone on the waiting list.

The workshops have been focusing on the need for businesses to have a workforce plan. This doesn't have to be complicated but should help everyone in the business to understand the aims and objectives of their organisation and recognise their current workforce profile as well as their future requirements - from this everyone can help find ways to fill the gaps. The workforce project can help you review and evaluate your situation and prepare a creative plan to recruit the people who will stay and grow with your business.

The project has been working with the job centres in Surrey to help the longer term unemployed understand the type of roles available to them and also introduce some areas of the care certificate induction programme and how to reach potential employers in their area. The job centres have all said they would appreciate some basic information about the services in their area and have requested that you, as employers give them details of your service. We will be sending a link to a template to all members in the next bulletin. We hope that with this information the job centre near you can signpost potential employees to you with an understanding of what you're looking for.

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

SCA's Digital Marketing

The website has reached 80,000 visitors in a year, and traffic continues to grow thanks to a strong Google organic search accompanied by social media and email traffic. Users have browsed key sections of our website such as Care Home or Care at Home reaching over 6,600 sessions in total.

New website resources have been developed including A-Z Resources and SCA Blog pages with latest updates on topics such as GDPR or Network Meetings. Newsletters and E-News are also easily accessible to members.

Don't forget – SCA Members can advertise their vacancies for free on our website!

News from our Commercial Partners

ESS Utility Consultants

The electricity, gas, water and waste refuse disposal markets are all now open to competition. ESS ensure that suppliers compete for your business as intended by deregulation by tendering widely to the market.



Founded in 1999 ESS has extensive experience in these essential and competitive markets. We can deliver high levels of personal service and our client satisfaction with a large number of schools, colleges, care homes as well as a broad range of other businesses, is a measure of our success in both the public and private sectors. We will provide confidence that costs are being monitored and kept to a minimum by delivering the following services:

- Bill validation of existing cost and consumption
- Intelligent procurement of energy, water and waste refuse removal contracts
- Smart metering to identify wasted consumption
- Provision of web based management data through our metering services
- Assistance with compliance issues
- Energy efficiency initiatives
- A dedicated account manager available during office hours
- Survey of your premises where necessary

The ESS programme ensures that our utility contracts are purchased at the most favourable rates available, and our smart metering services provide valuable insights into our consumption on a day by day basis.

For a free consultation contact ESS on: 01342 835123

News from our Commercial Partners

Is your accountant a Specialist or a General Practitioner?

A GP is great as they will deal with all the day to day issues and provide basic accountancy and tax advice but do they really know your business to make a positive difference?

Can they tell you whether your figures are in line with other operators, make knowledge based suggestions to improve your homes efficiency or have other professional contacts who can help you develop your (or exit) your business? Do they know what's happening in the sector on a local, regional and national basis?

At Morris Lane, Chartered Accountants they have over 30 years' experience in the Care sector. Yes of course they can produce a set of accounts and sort out day to day tax matters, but more than this they are well placed through their acquired knowledge to help you to develop your business being specialists in Capital Allowances, Stamp Duty Land Tax and the structuring of a business to maximise its tax efficiency.

However it's not just about tax savings.....Morris Lane also have a network of professional contacts within the sector that they can sign post with similar Care Sector expertise. They have also undertaken Cost of Care benchmarking reports for local Care Associations/Council's and monitor the CQC's published reports to keep an eye on ratings & occupancy levels....our latest analysis is included below.

To see how you can benefit from their specialist knowledge why not book a no obligation first meeting at your premises by contacting Heather Moncaster on 01202 715950 or via email heather.moncaster@morrislane.co.uk.

Morris Lane Chartered Accountants - Analysis of CQC published reports for non LD Care Homes*

Nationally around 75% of all care homes are rated by the CQC as 'good', although from our analysis of care home data across Surrey, Dorset and Hampshire excluding LD homes, in the CQC's reports published so far in 2018, the figures are a lot lower. One of the main reasons we have identified for this is homes not achieving 'Good' status are inspected more regularly and it also appears difficult to turn things around, as the poorly rated homes are often not able to rectify the findings by the time of the next inspection.

This is down to a number of things, most common is failings in leadership - the Registered Manager role is absolutely key to this and homes either have no Registered Manager in place or they are new in and still to make a full impact. Unsurprisingly poorly rated homes appear to have staffing issues and whilst occupancy levels vary, some still being close to 100%, we are aware there can be financial constraints on investment, particularly for those that have had a 'Requires Improvement' rating on more than one occasion.

In Surrey only 41% of homes achieved a 'Good' rating with 36% of homes 'requiring Improvement' and the remainder being Inadequate. Surprisingly no home has achieved an 'Outstanding' rating. Things were slightly better in Dorset with 53% of homes rated 'Good/Outstanding' 37% Required Improvement with the remainder being Inadequate.

In Hampshire 51% of homes achieved a 'Good' or better rating (including 2 Outstanding). Homes requiring improvement stood at 41% with the balance being Inadequate.

Across the three counties, occupancy levels in the published reports in 2018 were surprisingly consistent at around 77% in each county although the ranges varied with the lowest at 18% with the highest at 100%. The 'Requires Improvement' CQC rating was not always a determining factor on occupancy with a number of these being in the high 90's.

*For clarification the analysis commenced by looking at the occupancy levels of all Care homes but it was evident that within LD homes these are stable and high and thus distorted the overall figures. As a result we omitted looking and monitoring CQC ratings for these homes.



Dates for your Diary

Events open to Members Only:

Network meetings at Leatherhead Golf Club:

- Domiciliary Care Providers Network – *Thursday 7th June*
- Older People Network – *Tuesday 5th June*
- Learning Disability Network – *Wednesday 18th April and Tuesday 19th June*

Chandler & Co - Last appointments remaining:

Discuss your Finance/Mortgage options for now or the future with Chandlers on 24th or 25th April at SCA offices. No obligation, free one to one meetings. Please contact marketing@surreycare.org.uk

Workforce Training: Recruitment & Retention

Next meetings on 19th April and 26th April.

Please contact workforce@surreycare.org.uk

Please note you must be a SCA Member to attend the Network Meetings 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:

Surrey Care Association Spring Conference

Tuesday 15th May 9:30 am–4:00pm Leatherhead Leisure Centre

SCA Surrey Care Awards Evening

Friday 9th November 7:00pm–1:00am Epsom Downs Racecourse

Please reserve your place with us at

sca@surreycare.org.uk or call us on 01372 571174.

STOP PRESS! GDPR Self Assessment Solution

GDPR Auditing has announced the imminent launch of the GDPR Self-Assessment solution, suitable for all Surrey Care member organisations and all businesses. SCA has reviewed it and confirm that it provides a wealth of GDPR knowledge, templates, logs, checklists, guides and workbooks that our members need to help them comply with GDPR.

The standard workbook and 12 month's access to the portal containing all of the guides and templates you need normally retails for £600 plus VAT. SCA has negotiated a discount of £50 for all members who purchase the solution through us, making the price £550 plus VAT. When you consider this is the equivalent of one day's IT/data compliance consultancy or half a day's lawyer's fee, then this is very good value!

Contact sca@surreycare.org.uk

News in Brief

Care Home Open Day

If you are taking part in this year's Care Home Open Day on 21st April don't forget to send us your stories and photos and we can include a round up of events in our next newsletter!

Job Vacancy at SCA

We have a current vacancy for a membership officer to join our small team based at James House, Leatherhead. Information about the post can be found on our Jobs page but also by contacting sca@surreycare.org.uk or talk to Charlotte on 01372 571174.

Looking for job – can you help?

A former employee of one of the Disability Hubs is looking for full time work, ideally in easy travelling distance of Staines. Needs disability access but working hours can be flexible and good experience in customer care and excellent telephone manner. SCA have her CV if you might have a suitable opportunity.

**Care Workers
Charity (CWC)**



CWC supports current, former and retired care workers with hardship grants (up to £500), which are treated as gifts, and online information and advice on a range of health and wellbeing topics. Please do tell your care teams about CWC in case they need to apply for support - [Careworkers Charity](https://www.careworkerscharity.org.uk)

CWC are rallying all care providers to join the movement and help them get closer to their vision: No care worker will ever face financial hardship alone. You can get on board today by joining their Supporters Club. In 12 months over 50 care providers and 20 suppliers/advisers to the care sector have joined, taking advantage of the great benefits on offer to members. For more details and to see current members [click here](https://www.careworkerscharity.org.uk).

If you are interested please contact CWC's Chief Executive, Alex, at alex@thecareworkerscharity.org.uk to find out more.