

Surrey Care

News ■ Information ■ Support E - Newsletter ■ September 2018

Surrey Care Association  Supporting Social Care Providers in Surrey

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Deadline Extended! Surrey Care Awards 2018

STOP PRESS! deadline for nominations now Tuesday 18th September!

Have you sent us your nominations yet?
It's simpler than ever to nominate individual staff members, teams or your company in one of our Awards categories.
So don't delay, send us your nominations now. We will not be able to extend the deadline again as judging starts soon after!

Download your copies of the Surrey Care Awards Categories; 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

Our 10th Anniversary Awards event promises to be bigger than ever.
We are delighted to have as our guest of honour the High Sheriff of Surrey Mr Jim Glover.



Our Master of ceremonies is the fantastic Sylvie Blackmore and our celebrity guest speaker is legendary DJ, radio and TV presenter "Diddy" David Hamilton. (pictured right)



Tickets are on sale now!

Price: Members £65 Non Members £80

Contact sca@surreycare.org.uk

Awards sponsorship – opportunities still available

Thank you to all those companies who have already confirmed their sponsorship of our 10th Anniversary Awards:

Ashcroft; Beritaz Care; Broome Park; CHD Living; Christie & Co; Citation; DC Care; GDPR Auditing; Everycare Central Surrey; Melody Care; Nellsar Ltd; Neil Eastwood's Recruitment Masterclass; Nurseline Healthcare; Panache and Royds Withy King.

We still have a range of sponsorship packages available. If you would like to discuss these contact Erica Lockhart on 01372 360593 or visit surreycare.org.uk/about-sca/surrey-care-awards



SCA Working On Your Behalf

How we are tackling issues affecting Members' care businesses

Funded Nursing Care (FNC)

Care home providers raised the issue of more reviews taking place around eligibility of residents for ongoing FNC (funded nursing care) and reporting the challenge when as many of five residents at a time were assessed as no longer needing this support. FNC is currently £158.16 a week so not an insignificant amount of money. Providers vary, some pass this money to families, others retain as part of the fee. Either way there is a significant loss of funding.

Following representations to Surrey Downs CCG and discussions with Sara Barrington, Associate Director of Continuing Healthcare, it was explained that eligibility depended on the national framework. After discussions, it was agreed that funding would be retained for one month after review and also that it would be reinstated if the resident's needs changed and back-dated to the date of request for review (if eligible).

However this still leaves providers with the challenge of tweaking their nursing levels, and of residents' expectations of receiving nursing care. This problem has also impacted on SCC funded residents where FNC is paid as part of the fee agreed. In discussions we established that if the resident was identified as residential then a community nurse could come in to meet their nursing needs – but this raises the question of whether the community nurses have got the capacity to respond.

Please keep SCA informed of this continuing situation. We were also advised that in September those who are eligible for CHC who have long term conditions will no longer need to be reviewed. This will free up resource to review other residents.

Providers' contracts

There have long been concerns about the contract for LD providers – it is unwieldy, not written well and now issues have been raised about unfavourable terms in the Older People contracts relating to death and hospital admissions. Publication of the Domiciliary Care contract on the portal has reminded providers of the rather one-sided aspect of that contract in parts. So SCA has written to SCC seeking some work on this issue and ensuring we have regard to the guidelines arising from the Competition Market Authorities recommendations.

LD Agreed fee uplifts

On behalf of providers SCA has written to SCC asking for an update on the payment of the agreed increase. SCA has also raised the issue of payment of higher rates for sleep-in following recent Court of Appeal judgement.

LD Payment changes

Providers have raised the issue of proposed changes in payment dates to payment in arrears which will cause many providers serious cash flow issues. It was disappointing that there was no prior consultation on these changes. We had this same problem a few years ago and were trying hard to resolve “after the event”, so it is extra disappointing that SCC didn't learn from that challenge and its impact on financial sustainability for the sector. SCA has raised this issue too.



Janni Hodgson, STP lead for Respect, speaking about new approach to decisions around treatment escalation at our LD Providers' Business Update in early September.

SCA Autumn Conference & AGM

Thursday 4th October 2018
Leatherhead Leisure Centre

Join us for another informative and topical seminar programme and opportunities to network with fellow providers and commercial suppliers.

We are still putting the finishing touches to our programme for the day but we are delighted to confirm that the following speakers will be taking part:

- **James Sage** *Partner and Head of Health & Social Care - Royds Withy King*
- **Neil Eastwood** *Founder – Neil Eastwood's Recruitment Masterclass*
- **Bill Watson** *Director - Insequa Ltd*
- **Mick Feather** *Care Business Manager - Citation Ltd*



Tickets available now!

Members:

£30.00 early bird offer* (£35.00 thereafter)

Non-Members:

£40.00 early bird offer* (£45.00 thereafter)

***Early bird offer until 14th September 2018**

Please download the registration form from [our website](#) and return with payment to secure your place.

Please note: Every Member organisation has a nominated representative – we send all the information for the forthcoming AGM to that named person. If this needs updating [please contact us](#).

SCA Appoints Sector Leads

David Holmes, the chair of SCA, has been working with the SCA Board on how SCA can benefit more from the involvement of Directors in key areas of our work. This in turn supports the work of Erica as CEO and her team, as the workload for meetings expands constantly.

The appointments are as follows:

Sector leads:

- ❖ Older People - Jon Stanley
- ❖ Domiciliary Care - Paul King
- ❖ Learning Disability - Maria Mills
- ❖ Supported Housing - Andrea Cannon

Development Leads:

- ❖ Commercial Partnerships - Graham Elliott
- ❖ Member Benefits - Fiona Cooper
- ❖ Market Development - Simon Whalley
- ❖ SCA Development Plan - Kumar Ghanakumar

In addition, we have our SCA Directors Antony Coombe, Richard Williams, Mike Choy and our Treasurer Simon Carter.

Members are always welcome to make contact with the Directors as well as Erica the CEO and David Holmes, the chair of SCA. Email addresses are as follows:

David Holmes sca@surreycare.org.uk; Erica Lockhart erica.lockhart@surreycare.org.uk;

Paul King paul@smartcareuk.com; Jon Stanley jstanley@chdliving.co.uk;

Maria Mills Maria.Mills@activeprospects.org.uk; Simon Carter simon@mjcarter.co.uk;

Andrea Cannon ACannon@transformhousing.org.uk; Graham Elliott graham@downingcare.co.uk;

Fiona Cooper fiona@panacherecruitment.co.uk; Simon Whalley Simon@birtleyhouse.co.uk;

Kumar Ghanakumar Kumar@beritazcare.co.uk.

News from our Commercial Partners

Nurseline Healthcare - At the forefront of collaborative working



Trevor Mapondera, CEO of Nurseline Healthcare, believes that social care is at the forefront of employing innovative collaborative working practices which have a real benefit not only to the service users being supported and their loved ones, but also for everyone involved in the individual's network of support.

Research into the benefits of collaborative working has been undertaken by many respected institutions including Oxford University. The findings of one piece of research into collaborative working in healthcare clearly demonstrates that patient outcomes, quality of care and the cost of care delivery are all optimised when an approach based on trust, respect and collaboration, focused on the care and support needs of the patient or person being supported, is employed.

At Nurseline, we ensure that we provide real ROI whilst consistently delivering high quality care and support. Everyone in The Nurseline Family – the people who work for us, with us, and who are supported by us – are able to benefit from the collaborative approaches we employ and the partnerships we have developed.

This Autumn, Trevor will be speaking at an event in the South West where he will share his insights into the benefits of collaborative working.

If you would like to find out more or continue the discussion, please get in touch on 0345 894 2264

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 service including:

- 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

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.

Jay Barnes head of Estates and Facilities Lingfield College has stated that the College have been delighted with the service provided by ESS, who have managed their energy procurement in professional and timely manner using accurate data throughout the process and contract period. ESS restructured their waste refuse operation, providing sizable savings. He remarked that ESS successfully implemented a smart metering service, which helped the school to better understand and therefore reduce its energy consumption.

For a free consultation contact us on: 01342 835 123 Stay Tuned: ESS Utility are holding their very own seminar event on the 29th November at Chipstead Golf Club. It would be great if you could come.

News from our Commercial Sponsors

Insequa Ltd



The challenges facing the UK social care sector are well rehearsed. Local authorities face a funding crisis with many grappling with unenviable questions about which services to cut, and how deep. In the face of this we have a national government that, seemingly, has no idea and less interest in how to resolve the situation. The sector faces difficulties recruiting and retaining staff and this will get harder as increasing complexity and co-morbidity within the consumer population serve to raise competence, training and qualification requirements for Care Workers. Working alongside these is the so-called 'silver tsunami' increase in demand for care over the coming years. This is not an exhaustive list.

With such significant challenges facing the sector it is entirely understandable if we didn't always see the exciting opportunities opening up. But they are there. Over the coming years, for example, the need for care and support will lie with the baby boomers and, hot on their heels, the 'Gen X-ers' and they (we!) will have very different expectations of provider organisations compared to the so-called silent generation. These generations have lived through consumerist and technological revolutions that will heavily impact their requirements of care. The opportunity now for providers is to re-engineer their approaches and systems so consumers have real authority and agency in the shape and governance of their care so that providers become truly accountable to the users of their services. We've taken some small steps towards this, but there's still work to do.

It is in this context, this minefield, that Insequa operates. We provide support to providers to help them grow and thrive in a challenging market, by giving guidance on growth strategy and helping clients write tenders for local authority contacts (at our last audit we had a 92% success rate). We also support clients to maintain CQC compliance and provide the tools and frameworks for providers to recognise this as the starting point and to push forward with quality improvements to equip them for the years ahead. We are delighted to have become a commercial partner with the Surrey Care Association and look forward to working with providers across the county.

For further information visit www.insequa.co.uk or call 0115 857 2870.

Royds Withy King



In June the Competition and Markets Authority (CMA) issued their long-awaited draft Guidance designed to help care home providers comply with their consumer law obligations. This Guidance is (with the exception of already finalised provisions on the charging of fees following death) subject to consultation. Final Guidance is due in the autumn.

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.

You can find out more at the Royds Withy King website If you would like to purchase a contract please download and complete [the model application form](#) from the SCA website and return it to verity.moore@roydswithyking.com

Workforce Project Update

The Workforce project has had a busy few months, we have been promoting best practice in recruiting and retention through ongoing workshops and one to one training for SCA providers.

The workshops have provided a place to share new and creative ideas with the group and the wider community through the toolkits. Working directly with providers has allowed the project to go deeper into the localised challenges of recruiting and helped us deliver real support to companies struggling with the unique problems of recruiting in the Surrey area.

We have also been looking at opening new areas of recruiting, working with the NHS on several joint recruitment projects, ensuring that potential employees understand the opportunities for development in the health and social care field. We are also working with groups currently underrepresented in the care workforce, for example ex-military or people with disabilities, to help those who may not have considered the sector understand how they can start a career in care.

The project has also been able to share our ideas with a wider audience. I recently had the opportunity to speak at the Health Plus Care event about the challenges of recruiting and retaining the right team members. This was a great chance to talk to people from other areas about their challenges and hear some of their creative approaches.

We have several toolkits on line to help you be a 'first choice' employer and hope you can all use the jobs board on the SCA website to help you recruit the right person for your organisation.



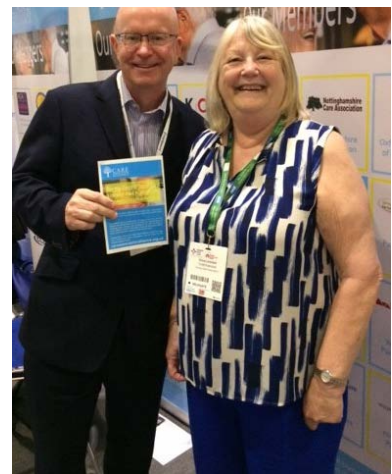
Were you at the Health Plus Care Show?

This year the Health Plus Care Show held at Excel in June was well attended by social care providers. In previous years the focus seemed to be very much on 'health' but this year there was plenty for social care providers to experience.

The Care Association Alliance (CAA) had a big stand and a large presence. SCA's own Ali Porteous was a speaker in the Residential theatre and attracted a full house to talk about how Surrey was tackling the workforce challenges. The CAA had three more speaking sessions, all well attended, and covering a range of topics.

The Show was a great opportunity to meet providers from all over the country and the exhibition provided a wealth of ideas from technology solutions to new products.

Arising from it, SCA has signed up a new commercial partner Insequa, and we are in discussions with others to bring new ideas and services to Surrey.



NHS Digital's Keith Strahan with Erica

Right: Erica meets Andrea Sutcliffe and Melanie Weatherly, co chair CAA from Lincolnshire CA, on the CAA stand.



Meet SCA's New Team Members

Hi, my name is Eugene Shahrezaey and I am the Marketing Assistant at Surrey Care Association.

I've recently graduated from the University of Northampton, and I'm now very happy to become part of the Surrey Care Association team, which has a great community-like feel for everybody involved.

Outside of work, I'm a big fan of urban music, binge watching tv series, bodybuilding, and keeping up to date with streetwear clothing trends, not to forget my on-going passion for playing and watching football – Liverpool F.C. in particular.



Hi there, my name is Kim Bartram and I am the business administrator for Surrey Care Association.

I haven't been here for long, but I love this job as there is always plenty to do, and I feel day to day I am helping to make a difference in the care sector and helping the providers of care.

Outside of work I have a keen interest in animals and used to volunteer weekly at the Epsom Riding for Disabled Association. I have a pet rabbit called Leo. He is so named as he was a birthday present from my parents.

Fun fact : I have auditioned for both the X Factor and the very first series of Britain's Got Talent!

My name is Kimberly Garande and I am the new Project Support Assistant Intern at SCA.

I joined the team after recently completing my undergraduate degree at Canterbury Christchurch University in Kent, where I read English Literature with Sociology. During my studies, I was a *Culturocity* facilitator for the university, teaching Equality and Diversity. Additionally, I have had varied experience in retail and radio stations and have continued to volunteer in the local community, visiting care homes and spending quality time with residents.



Currently I also volunteer at a London radio station providing training and organising fundraising for marginalised youth in the community. In my spare time I enjoy swimming and playing tennis.

I am also an avid reader and writer – look out for my blogs on the SCA website!

DHSC Care Survey- Encourage your staff to take part!

The Department for Health and Social Care is working to try to increase the numbers of people who work in care in England. To help with this the department is interested in finding out about your employees motivations for working in the caring profession, along with how they applied for the role, what they were doing before, what helped them to make their mind up and so on.

The survey will take no more than 10 minutes to complete. Answers will remain anonymous, all responses will be put together to get the view of the thousands working in care.

Please encourage your staff to complete the survey at <https://www.smartsurvey.co.uk/s/SurreyCare/>

Dates for your Diary

Events open to Members Only:

Business Updates held at Leatherhead Golf Club:

- Domiciliary Care Providers meeting – Tuesday 11th September 1.30 pm to 4.30pm
- Learning Disability meeting – Thursday 13th September 10.00am -1.0k90 pm
- Training Forum for Internal Trainers – Wednesday 26th September (FULLY BOOKED)
- Registered Managers Forum – Wednesday 10th October 10.00am-12.30pm Grange Centre, Bookham

Workforce Training: Recruitment & Retention

For a full list of our meetings and extra sessions 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:

Effective Communication – Tuesday 9th October
Thatcher's Hotel, KT24 6TB

What's in a Brand? – Thursday 18th October
Thatcher's Hotel, KT24 6TB

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–12.30am
Epsom Downs Racecourse

Surrey & Sussex Care Showcase 2019
Wednesday 6th March 2019 - Brighton Racecourse

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

News in Brief

NHS consultation events Epsom & St Helier Hospitals

The NHS in Surrey Downs, Sutton and Merton is looking at the challenges faced by Epsom and St Helier hospitals. They want to make sure the hospitals can continue to deliver high quality, safe and sustainable services for local people in the years ahead.

They have identified some potential solutions that they want to discuss with the communities in these areas. They are running a series discussion events open to the public. Everyone is welcome, no need to register, just turn up.

locations for consultation events in September include Banstead; Great Bookham/ Leatherhead, Mitcham and Sutton.

Visit their website to find out more

www.improvinghealthcaretogether.org.uk

New SCC Adult Care Lead

Helen Atkinson, SCC's Executive Director of Health, Wellbeing and Adult Social Care, has written to tell us she will be moving part time on a secondment to Surrey Heartlands for the next 18 months.

Meanwhile, Simon White will join SCC to lead on adult social care services.

Simon is a former Chief Executive of the London Borough of Waltham Forest and has also been a director for both children's and adult services in various councils. In recent years he has led transformational change at various local authorities including Worcestershire, Bedfordshire and Suffolk county councils.

Feedback on recent SCA Training

Read what one delegate said about SCA's Training: "Engaging experience attending the 'Turning person-centred care into customer centric approach' session with Edna Petzen, the founder and director of Lynden Consulting..... A very strong focus on customer service and experience. We were provided with an informative, interactive session whereby each attending member was offered constructive advice and valuable information to enhance their knowledge, skills and improve the care services."

SCA Social Media Update

Since last September, SCA's website has received **over 80,000 pageviews!** This indicates the possibilities and the extensive marketing opportunities in which your business can benefit through membership, partnership, and sponsorship. Members, please remember to connect with us on social media. We're on Facebook, Twitter, and Linked In. These platforms provide us with further possibilities to improve your experience as members.