

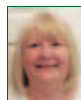
Surrey Care

News ■ Information ■ Support ■ Newsletter Issue 43 ■ December 2018



Supporting Social Care Providers in Surrey

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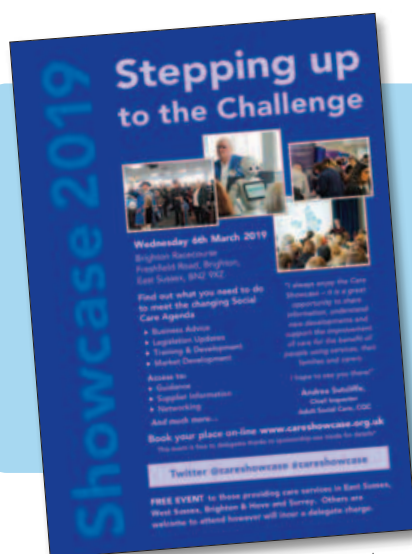
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Care Showcase 2019

'Stepping up to the Challenge'

Make a note in your diary now of our forthcoming Care Showcase. Our new website is currently taking shape so you can keep up-to-date with speaker session and exhibitors.

Careshowcase.org.uk



See the flyer enclosed with this newsletter

Speakers confirmed to date:

Deborah Ivanova	Deputy Chief Inspector Adult Social Care (London and South), CQC
Neil Eastwood	Founder & CEO, Care Friends & Sticky People
Vic Rayner	Executive Director, National Care Forum (NCF)
Jennifer Dudley	Co-Director, National Activity Providers Association (NAPA)
Mick Feather	Care Business Manager, Citation
Chris Connell	Associate Director, South, NICE
Edna Petzen	Director and Marketing Consultant, Lynden Consulting
Keith Strahan	Principle Business and Implementation Change Manager, NHS Digital

Wednesday 6th March 2019
Brighton Racecourse

Are you looking to exhibit at Showcase?

The Surrey and Sussex Showcase gives exhibitors the chance to meet over 700 decision makers and influencers from provider organisations across the two counties. From food service to specialist flooring, legal advice to accountancy, technology to cleaning services, Care Showcase is a one-stop shop for suppliers to the care sector.

For more information contact sca@surreycare.org.uk



Read all about our fantastic 10th Anniversary Surrey Care Awards in our Souvenir Brochure enclosed with this newsletter

SCA raising the issues – A view from the Chair

by David Holmes

I hope that those who know me well see me as a balanced and mild-mannered chap. I subscribe to neither the Alex Ferguson school of management or the Donald Trump school of diplomacy. But just now I harbour a deep anger about how our country and our county are treating that most important of public services - social care.

Here we are, in 21st century Surrey, one of the wealthiest counties in the sixth largest economy in the world, making cuts to our social care budget. Just reflect on that for a moment, and ask how that can possibly be the right course of action for any fair-minded society. And I do believe the people of Surrey are fair minded - that most of our residents would want social care to be properly funded to meet people's needs.

My anger is compounded by the current state of play in Surrey. Recent damning reports from CIPFA and the LGA highlighted the financial plight and operational failings of the Council. On the back of this the Leader has resigned and the Council has replaced its entire management team with people brought in on short term contracts to dig it out of the hole. Of course, we should not be

in the hole in the first place. If we had benefitted from enlightened commissioning over the past ten years we would not be where we are. But we are where we are, facing a great risk that cuts which now seem inevitable will harm the lives of those we are here to support.

What makes me most angry, however, is that the question now being asked is the wrong question. The new Directors are seeking to reduce spend, but what all parties in Surrey should be doing (especially our elected representatives) is asking how to fund services adequately to meet the needs of those people who require support. It is not enough to moan about cuts to Government funding and growth pressures when no-one has done anything to change the dynamic. And it is not acceptable to be passively complicit in delivering this corrosive agenda.

SCA working for our members

SCA Board are currently working on a strategy to address the shortage of public money in Surrey in recognition of the impact reduced fees will have on our many providers and the people they support.

The Surrey Care Association has a big role to play here. We know what good, progressive care and support looks like. It is about wellbeing, enablement, education, independence, and caring too. As providers we must cherish, guard and promote good care and support practices at all opportunities. It is also incumbent on us to deliver services as efficiently and cost-effectively as possible – to do anything else in the current financial climate would be negligent.

But we also need to act together to safeguard the wellbeing of people who need social care in Surrey. We should fight for better funding, whilst resisting cost-cutting initiatives which harm lives and place people at risk. We should call out these practices and bring people to account. To do this we must act together, with one voice. There is a positive future out there, but only if we fight for it.

NHS Mail – What's in it for you?

Erica Lockhart and Jon Stanley, sector lead for Older People, met with several project managers from NHS Digital and Surrey CCG in November to see how the Care Association could work together with the CCG to support Surrey Providers to sign up to NHS Mail, connecting care homes services to the rest of the health and social care systems to enable the smooth and secure passage of information.

NHS mail provides secure access to communications with the NHS and has wide ranging benefits. SCA are working with Surrey Heartlands to provide support to providers to get up and running. The potential benefits are great for care providers and residents but also bring some added funding for nursing homes under the CQUINS targets.

The joint benefits include the speedy receipt of admission and discharge information which enables providers to more effectively support discharge admissions. With specific and generic email addresses, duty care home staff can access the mail 24/7. This also aids care homes wanting to increase their occupancy. Being able to exchange secure information with a wide range of health professionals including GP's, district nurses, TVN's, outpatients Depts, Wards and A & E has also increased partnership working.

Following the meeting, Jon piloted the set up in his company and now has twelve of his services using NHS Mail. CCG project managers visited his sites and spent time with the managers talking them through the process of completing the IG Toolkit and telephone support in the registration of the email addresses. The whole process also ensures that you are GDPR compliant.

Do contact Jon for further information and support and he will also connect you with the CCG project managers. Jon's Mobile is 07824665539 or via Charlotte in the SCA office.



Erica and Andrea at HealthCare Plus 2018

Andrea Sutcliffe is moving on

Andrea Sutcliffe will be leaving CQC to join the Nursing and Midwifery Council as Chief Executive and Registrar in January 2019. As the first ever Chief Inspector of Adult Social Care, Andrea's impact on the care sector has been immense, and her 'mum test' the benchmark by which care providers should be judging themselves.

Andrea has always been a great advocate of the work of SCA and the Care Association Alliance. Her seminar slots at our Showcase were the highlight of the event for many providers and we are very grateful for her support. We're also hoping to have Andrea attend 2019's Showcase in her new capacity, this is still to be confirmed.

David Holmes represented SCA at Andrea's leaving event in mid-December.

Autumn Conference and AGM

Our conference boasted a full programme of speakers addressing current hot topics for providers.

Neil Eastwood from Sticky People once again gave us great ideas and insights on Recruitment and tips on how to address issues in this area. James Sage from Royds Withy King gave us as always excellent updates and Mei-Ling Huang reminded us that the CMA (Competition Markets Authority) Report was due out and providers needed to update their contracts to be compliant. Bill Watson from Insequa brilliantly summarised the LGA recent report on the perilous state of Local Authority finances.

Mick Feather from Citation finished the day with a light-hearted but useful summary of his time as a CQC inspector and guidance for providers how to deal with inspections. Many thanks to all our speakers and also to all our exhibitors.

The AGM had reports on SCA activity through the year and SCA Directors were duly elected. David Holmes remains as SCA Chairman, Simon Whalley as Vice Chairman and Simon Carter as Treasurer. The full details of the Board can be found on our website www.surreycare.org.uk

NHS Accessible Information Standard

The “Standard” is the legal requirement introduced in 2016 which health and adult social care providers are required to comply with when delivering care services to a person who has an information and/or communication need related to or caused by a disability, impairment or sensory loss, and to parents and carers.

The Standard sets out a consistent approach to making health and social care information accessible for residents through five key steps:

- 1 **Ask** people if they have any information or communication needs, and find out how to meet their needs.
- 2 **Record** those needs clearly and in a set way.
- 3 Highlight or **flag** the person’s file or notes so it is clear that they have information or communication needs and how to meet those needs.
- 4 **Share** information about people’s information and communication needs with other providers of NHS and adult social care, when they have consent or permission to do so.
- 5 Take steps to ensure that people **receive** information which they can access and understand, and receive communication support if they need it.

It is important that all providers review their own processes and policies to ensure compliance with the standard.

CQC includes NHS AIS compliance within their monitoring processes currently. Commissioners are also seeking assurances through contract reviews.

Business Update Network meetings report

SCA arranges these quarterly meetings for our members who provide services for Older People in Care and Nursing Homes, Learning Disability and Domiciliary Care/Live in Care. These meetings aim to keep providers abreast of information including CQC updates, local intelligence and sharing best practice. The last sessions were all very well attended and the wide and varied content a credit to the work of the co-chairs Maria Mills, Jon Stanley and Paul King (the SCA new sector leads) who work with Erica Lockhart to finalise topical agendas.

Older People meeting

NHS mail provides secure access to communications with the NHS and has wide ranging benefits. SCA are working with Surrey Heartlands to provide support to providers to get up and running. The potential benefits are great for care providers and residents but also bring some added funding for nursing homes under the CQUINS targets – see article on page 3 from Jon Stanley.

FNC reviews and the impact on providers was a major topic of discussion. Jeremy Hunt ex Secretary of State has taken this up for one provider and CCGs still say that these reviews are against the national framework. Providers need to protect themselves by ensuring their contracts address this matter when FNC removed. If providers need further advice on this please do ask. Challenging is also an option. There have been successes but what is also interesting we are not getting reports of neighbouring CCG’s doing such strict reviews against the framework. In fact, one example was shared where Surrey refused one resident but as their GP was in Berkshire an assessment there was accepted.

Jim Poyser from Surrey County Council gave an update on the proposals going through the House on DoLs. It may be Spring before we have a new set of guidance.

Vicky Clarke from CCG shared the news that SCC had withdrawn from the planned joint procurement exercise but she sought views from providers whether to continue the engagement to develop a service specification for NHS funded placements. Subsequently an update was sent by email inviting interested providers to volunteer for a short “task and finish” group to explore next steps. Interested please contact Russell.ravens@nhs.net

Domiciliary Care meeting

In common with all the three business updates, a big agenda item was the financial challenges facing SCC and how these will impact on providers. Subsequent meetings with SCC confirm that Affinity, an outsourced provider, has been commissioned to undertake long overdue reviews of people receiving care. Providers already reporting serious concerns about how these reviews are being undertaken with vulnerable people without any prior understanding of their needs. Providers also report that they are being asked for personal information by telephone not in line with their data protection responsibilities.

Learning Disabilities

David Holmes has tirelessly been chasing the inflation increases long overdue and has a reassurance that payments will be honoured and a payment will be made “on account” by Christmas.

The full notes of these meetings can be found in the members area of www.surreycare.org.uk website.

Workforce Project update

by Ali Porteous

The workforce project continues to reach out to people who are considering joining the health and social care industry, reframing what people think a role in the field can be. Surrey is challenged by the low unemployment and high cost of living locally, recruiting in such a market is going to be difficult for everyone but we can help providers identify why people would want to work with us.

The government has commissioned several reports looking at the workforce challenges particularly through the perspective of Brexit, these reports consistently reflect the need for providers to understand their workforce challenges and plan to address them in the short and long term.

Skills for Care published the 2018 State of the Adult Social Care Sector and Workforce Report, following on from the June 2018 Carers Action Plan 2018-2020 Supporting Carers Today, published by the Department of Health and Social Care. These reports, as well as others, recognise that the sector is not regarded as attractive by British workers this is not only as a result of poor understanding of the work and opportunities, but also because of lack of clear career pathways from care work to higher level social care roles. The reports reflect that the employers feel careers guidance could improve understanding of the sector, but that this would inform decisions made by individuals at a later stage in their working lives rather than on leaving full-time education.

The workforce project is responding to this. Working with educators, providers and the NHS, pathways to different roles in health and social care are being mapped to show the variety of opportunities for development that are available. We have been promoting these pathways through the SCA website and the Association’s Facebook page. The pathway to career options depends on the need to understand the training available and how it is funded. The workforce project has been working with East Surrey College and its care academy to develop a strong relationship with local educators and providers, making the most of local training opportunities. Over the coming year we hope to work with managers to ensure they have the training in leadership and management they need, with a real opportunity to support them to

use this learning positively in their day to day work, this will be underpinned through network groups and web support helping the key influencers in your business to stay up to date with the changes around them and share their experiences and skills with their peers. In changing times, it helps if we learn together and support each other in providing the best service to our clients and the best working environments for our teams.

If you have any questions, please contact me at the SCA offices on 01342 571174 or by email at

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Mike Choy retires

Mike Choy has been associated with the Care Association for many years, both in its original volunteer format and also as Chair of the East Surrey group. He joined the SCA Board on our inauguration as a limited company.



Mike's Broome Park team have been regular winners at the Surrey Care Awards

As owner of Broome Park he has been a regular winner at our Surrey Awards and has played a very active part in the work of the Association. He and his wife Muriel decided it was the time to retire and they sold Broome Park almost overnight to Walden Care.

We will really miss having Mike on our Board and at our events but he and Muriel are already enjoying retirement with one holiday already to Mauritius and another for January to New Zealand. He misses his "family" at Broome Park as many of the staff have been with him for years. It was good to see him recently already looking years younger! It's amazing how retirement has this effect on people.

Many thanks to Mike for his work for SCA over the years. We will miss him.



Representatives from five of the county's 23 Outstanding providers joined us at the Care Awards in November

Website Update

We are currently working on our website and carefully going through each provider listing to see which of our members' enhanced listings require updating. The Board decided that as Surrey Care Association became a member-only organisation back in 2014 that any non-members on the website will be limited to a directory entry.

The Find a Care Provider pages on our website have been receiving an increasing number of pageviews – up 33% on 2017 which highlights how valuable it is having your provider information on our site.

Our members benefit from having more information on the website, including their name, location, phone number, CQC Link, website link, prices for their Care Services and much more. SCA members also take priority on the website and are listed ahead of non-members. Please take a minute to check and make sure your service location's information is all up to date, if not you'll need to complete our new website form and send this through to sca@surreycare.org.uk.

Website forms will be sent out to our members who require updating on SurreyCare.org.uk. Additionally, these are available for download on our website in the members section.

Royds Withy King host seminar for SCA members

This free seminar was attended by 55 of our members and, taking a slightly different focus this year, the seminar covered:

- The future consumer: changing service user demands and increased consumer law protection
- The future care workforce: opportunities and challenges
- The future of care: the impacts of technology on operations, regulation and safeguarding



This was a popular event and the fact that it is free of charge is seen as a valuable benefit for SCA members.

Celebrating Outstanding Providers

In partnership with Barclays, SCA are hosting a celebration lunch on 29th January at Pennyhill Park to celebrate our Surrey providers who have achieved a CQC Outstanding rating in the last two years.

Invitations will be sent out shortly.

News from our Members

Ashton Manor Nursing Home in Wrecclesham, one of the Beritaz Care group of care homes, is celebrating receiving two prestigious industry accolades within the space of a few months.

In September the nursing home was recognised as Good in all areas across the board following an unannounced inspection by the Care Quality Commission (CQC). Then, shortly afterwards, the home was accredited with the Gold Investors in People standard, the highest accreditation a company can receive on a first assessment.

The home cares for nearly 40 elderly residents, many with dementia, Alzheimer's, memory loss problems and other serious illnesses.

Home Manager Carla Dixon-Peart says,

"This was the first time we have been assessed as an Investor in People, so to achieve the Gold standard is a remarkable achievement. This shows that, as an employer, we really look after our staff. The overall Good rating by the CQC was equally satisfying as it endorses our consistent standard of quality care provision. We have found that people looking for care homes only tend to look at the overall CQC result and not at the body of the CQC report, so having a Good rating helps attract people immediately to us."



Beritaz owner Kumar Gnanakumar and Manager Carla Dixon-Peart celebrate with staff

Agnes wins BBC Heroes Award

Agnes Kwiatkowska, activity co-ordinator at Downing Care's The Chestnuts in Byfleet, won the Carer category in the annual BBC Surrey Community Heroes Awards for 2018 held at the Gatwick Crowne Plaza Hotel.

Agnes was recognised for 'transforming' the home, adorning it with original artwork created by the residents with her support. The gardens have flourished and are filled with colour, tended by the residents who can often be seen with her sowing seeds, watering and nurturing the plants.

Congratulations Agnes!

Supporting Social Care Providers in Surrey

MEMBERSHIP BENEFITS

Are you utilising your membership benefits?

Get in touch with SCA at sca@surreycare.org.uk or visit surreycare.org.uk for more information.

• Access to buying groups and partner benefits • Access support from CEO, SCA directors, advisors & office team • Links to statutory and regulatory bodies through SCA • Intelligence about social care & policy updates	• Digital Advertising space for your services and job vacancies on SCA website • Access to exclusive members section on SCA website • Supplier helplines for HR, Legal Supplier Discounts, and more! • SCA Network meetings
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SCA News in brief...

■ Technology event - Register your interest

SCA are planning a Technology event early in 2019. The plan is to invite some technology providers who have been recommended by care providers to share their product benefits and hear from Surrey providers who are using them.

Technology is high on the agenda and although many providers have adopted some solutions for many there are still questions to be answered. So this will be a great opportunity to ask questions and find what is right for your service. There will be no charge for this event for SCA members. Register your interest at sca@surreycare.org.uk

■ CMA report now out

Members who signed up for the discounted revised contracts addressing CMA will be hearing direct from Royds Withy King.

Providers who did not take advantage of this early offer can still get the contract but at the full price of £750 plus VAT. Although the report refers to self-funder contacts for Older People, all providers can address the points in the report regardless of sector. SCA have raised compliance with CMA recommendations with both SCC and CCG and they have indicated they will be reviewing contracts.

■ Business Continuity planning

Winter is coming so this is a good time to do a review of your business continuity plans.

SCC don't have the ability to respond to help with emergencies so if your plan says 'call SCC', sorry that won't be any help to you. Be thinking snow, fire, no water, no electricity, no internet/communications (or think O2 on 6th December!)

■ Preparing for Brexit

None of us know what will be happening from April next year but SCC have urged providers to think about their Brexit contingency.

For example, travel might be a challenge if lorries block our motorway. Are you supporting your EU staff to gain settled status? (see Your EU workforce article below). Talk to your suppliers about access to essential goods (be reassured our new partner Wightman Parrish have already prepared in their warehouses). Be prepared!

■ Your EU workforce - A message from Government for Surrey

Your EU workforce is now able to apply for and gain their settled or pre-settled status, so please do pass this link to anyone who qualifies under the pilot.

ProWe want as many of our EU Health and Social Care workers to stay after the UK leaves the EU, and your assistance in helping us achieve this is greatly appreciated.

<https://apply-for-eu-settled-status.homeoffice.gov.uk/start/eu-settlement>

■ Open consultation Migration Advisory Committee

Shortage occupation list 2018: call for evidence.

We are seeking evidence from stakeholders to help inform our review of the shortage occupation list.

The deadline is 6th January, and you can comment on line.

www.gov.uk/government/organisations/migration-advisory-committee

■ Reviewing SCA Conferences

If any member has an interest in helping us to think about our Conferences going forward – Erica Lockhart would like to hear from you for a one off meeting to explore ideas.

– contact: Erica.Lockhart@surreycare.org.uk

SCA Dates for Your Diary 2019

Showcase – 6th March, Brighton Racecourse

Older People Care Provider Business Update Meeting

- 5th February, 21st May, 10th September, 26th November

Learning Disability Provider Business Update Meeting

- 12th February, 9th May, 12th September, 4th December

Dom Care Provider Business Update Meeting

- 14th February, 16th May, 17th September, 28th November

Surrey Care Awards – date and venue to be confirmed

Training and workshop programme

We are planning a series of short workshops over the next nine months including:

- Appraisals
- Moving into Management
- Effective Supervision
- Interviewing Skills
- Managing Medication
- Well Led, Understanding what Well Led looks like
- Practical Fire Assessments and Evaluation
- Performance Management & its relationship to staff retention
- Managing Voids & Occupancy
- Getting to grips with Digital Marketing & Social Media – How to promote your Business
- Effective Communications
- Making your website GDPR Compliant
- GDPR compliance for your employees

Register your interest now at sca@surreycare.org.uk

Non-SCA events – important to note in your diary

Southern Care Show – 14th May, Farnborough International Exhibition and Conference Centre

Health Plus Care Show – 26th & 27th June, Excel London

Care Home Open Day – 28th June, Nationwide

Care Roadshow – 19th November, Epsom Downs Racecourse

Flyers with this newsletter

- Surrey and Sussex Care Showcase flyer
- Surrey Care Awards 2018 Souvenir Brochure