

Surrey Care

News ■ Information ■ Support Newsletter Issue 44 ■ May 2019

Surrey Care
Association



Supporting Social Care Providers in Surrey

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Book now for SCA Spring Conference 2019

Wednesday 22 May 2019

Leatherhead Leisure Centre, Guildford Road,
Leatherhead KT22 9BL

Arrivals 9:30am for 10:00am – 3:30pm

Another great opportunity for networking and catching up on important developments in the sector.

Confirmed speakers include:

- **Mike Short** Founder & Director, CSI Market Intelligence Ltd
Title: *Bucking the Trend? Care Homes and Homecare in Surrey*
- **Jim Poyser** Senior Manager for MCA and DOLS, Surrey County Council
Title: *Liberty Protection Safeguards - the story so far*
- **Anthony Duhig** Head of Sales & Marketing, Person Centred Software
Title: *How going paperless improves quality of care and staff morale*
- **Amy McLeod** Safeguarding Adult Board Manager, SAB and
Clement Guerin Head of Adult Safeguarding, Surrey County Council
Title: *Learning lessons from safeguarding enquiries and safeguarding adult reviews*
- *Plus more to be announced*

An event not to be missed for all providers!

Book now!

Download the registration form on our website.

Open to all providers of Adult Social Care in Surrey.

(preferential rates for SCA Members)

SCA Members	£ 40.00
SCA Non Members	£ 50.00
Commercial Delegate Rate	£ 75.00



With this newsletter: **Read all about our work in our latest report
Championing Care in Surrey**

In this issue: **Important news from our Chairman ■ Showcase 2019 Report ■ Dairy Dates**

Get involved in our Business Update meetings



February saw the latest round of Business Update Meetings, these continue to be well supported, providing information on the latest developments within the sector, both locally and nationally. They also increasingly provide an opportunity for members to share their experience and to discuss common issues and ways forward.

Each of the meetings are focussed on defined service user groups: Older Peoples Care Homes, Domiciliary Care, and Services for People with a Learning Disability. The meetings address the challenges and opportunities facing each service user group as well as issues affecting the care sector as a whole.

This round of meetings included input from Surrey County Council, the CCGs and Care Association members. Lead Directors are responsible for constructing the agendas so you can be sure that they reflect current themes. If you haven't attended these meetings previously please check out the past meeting information on the SCA website and book a place on the next meeting via the Events page on the SCA website or regular E-communications sent to our members.

The March Registered Managers forum covered topics including the NHS long term plan, NHS Mail, buying through our commercial partner Spectrum Consortium and an introduction to the ReSPECT Process from Janni Hodgson, the Implementational Lead at Surrey Heartlands Health & Care Partnership (pictured above).

Dates of our next meetings can be found on the back page of this newsletter.

Bid for your share of £4.8m

Organisations that provide and commission adult social care services are invited to bid for a share of £4.8m to enable them to roll out their local digital projects on a wider scale.

Applications can now be made for the Social Care Digital Pathfinders grant, for existing products and services that have already been piloted in small local areas, or have a strong evidence base, with the view to implementing them on a larger scale.

Applications can be made by adult social care providers with not for profit status, local authorities and academic organisations based in England. Partnerships and consortiums are welcomed and encouraged.

The deadline for applications is Wednesday 22nd May at 5pm.

For more information look under Latest News on the NHS Digital website www.digital.nhs.uk

News from the Chairman, Surrey Care Association

David Holmes

Dear Members, I hope you are all well. I am writing to update briefly on three challenges presently facing Surrey LD Surrey providers, but which will impact other sectors too.

Change of Payment terms

Around 30 providers are being hit with SCC's unilateral decision to change payment terms for residential care from advance to arrears. This has a detrimental impact on cashflow, increases financial risk and restricts the ability of organisations to invest in development. The main issue with this decision, however, is what it says about SCC's behaviour towards the market. It is old-style, command and control, parent-child behaviour at a time when what we need is for the sector to work together to find the innovative solutions needed to overcome the challenges we face.

SCC has a duty to shape the market in a positive way, and needs provider organisations to work

with it to develop new services and reshape old ones but it appears to be working in a way which is contrary to these objectives. SCA is escalating this matter to the SCC's Chief Executive, Joanna Killian, and to relevant elected Members to press for this harmful decision to be reversed. If they do not, then we will take legal advice about how to proceed.

It takes time, energy and fortitude to resist changes such as this, but my firm view is that it is essential for us to do so. We have to push for respectful, adult relationships with purchasing authorities because this is a vital precondition to working in partnership in the future.

Cost of care and future fees

SCA remains concerned that several key objectives of the LD Cost of Care programme remain unrealised. In particular, we regret that we have no cost standards for different models or cost benchmarks for provider organisations to use to compare with their own costs.

Furthermore, it appears that SCC is using the information submitted by providers as part of the Cost of Care exercise to set new fees. Whilst it is entirely fair for SCC to negotiate fees, it seems unfair that they do so whilst

holding all the cards. Ultimately, of course, it is for providers to set their own fees, and for SCC to buy at that price or not, so it's important that providers do not feel press-ganged into agreeing arrangements which they do not consider to be viable.

SCA has communicated our concerns to SCC, but if you do have specific issues relating to your own discussions with SCC please communicate them to Maria Mills or myself, and we support you as best we can.

Care reviews

The Affinity Review process is well under way. Many domiciliary care packages have already been reviewed, and recent experience indicates that LD supported living packages are on the radar. As with fee negotiations, it is entirely within SCC's gift to review packages. Indeed, it is a good thing in principle for Care Managers to participate in reviews from time to time.

Our concerns here are threefold. Firstly, the process must not just be a ruse for reducing hours and saving cost. We are assured that it is not. Secondly, this process is one of review, not assessment. We would contend that if SCC is to reduce packages it should be assessing, rather than reviewing. Thirdly, the review exercise must be carried out properly, with the person at the centre of the process.

I would encourage you to read the relevant section of the Care Act, which sets out comprehensively what good practice looks like. Affinity's processes must accord with this, and it is incumbent on us to safeguard the people we support and call them to account where they don't.

Overall, I remain troubled by both the general approach which SCC is adopting in its dealings with the market and by the absence of any co-ordinated development work. I note also that it is difficult for the sector to work on long-term strategic work with SCC whilst interims fill the senior posts. With no offence intended, I look forward to the time that the senior posts are occupied by people who we can work with in the long-term.

With best wishes,
David

Workforce Project moving forward

Over the past two years, the Project has worked to empower providers with the tools they need to face the future and meet the challenges of maintaining a sustainable workforce in the health and social care industry.

At the end of two years we can conclude a very local approach is often the best way to recruit sustainably. Employers must be aware of the changing needs of their teams, be able to provide training where required and value their teams and the work they do.

The Project has focused on helping managers and their teams be proud of their work and

spread the message about potential care roles to their local communities. This approach has been built on the national 'Every day is different' campaign.

The learning from the past two years has led to a refunding and refocusing of the work the Project can do to help providers find the right team members.

Care Showcase 2019 Report



This year's Showcase attracted over 700 visitors and also welcomed many professionals from the health sector.

The programme of 23 seminars covered a wide range of topics including improving care home profitability; integrating care for older people; the role of Trusted Assessor; medicines management; and speech and language therapy.

Amongst the speakers were Sharon Allen from Skills for Care, Debbie Ivanova from CQC, Keith Strahan from NHS Digital, Kathryn Evans from NHS England and Vic Rayner from the National Care Forum. Speakers also came from national bodies including ADASS, NICE, the Care Association Alliance and NAPA (National Activity Providers Association) as well as business support organisations.



Debbie Ivanova, Deputy Chief Inspector of Adult Social Care, delivered a seminar on current and future developments at CQC



Grant Payne from Professional Training Solutions delivered an interactive seminar on reducing stress in the workplace.

“It was a great networking event in so many ways and in particular found it especially useful as I needed a provider who could provide some advice on a specialist piece of equipment and sure enough they were there.”

Noel Sweeney, Agincare UK Ltd

Practical business and legal advice on Liberty Protection Safeguards, data protection, CQC inspections, CMA guidance and consumer law also proved popular Showcase seminar topics.



CEO of Skills for Care Sharon Allen's seminar covered making connections with other organisations in order to deliver high quality person-centred care

“As ever, Showcase was vibrant and informative, a wonderful opportunity to network with people. It's good for keeping up to date, for hearing about new initiatives and sharing best practice.”

Fran Bourne, West Sussex County Council

Showcase's extensive exhibition area also offered a 'one stop shop' for products and services from over 50 training providers, property and IT companies, legal and business advisers, care associations and suppliers to the care industry.

“A rich and informative seminar agenda and a wall-to-wall packed showcase of products and services to improve your care business. Great to meet our customers, prospects and friends in the sector.”

Anoushka Farouk, everyLIFE Technologies



Busy Showcase exhibitors' halls

NHS Mail and the DSPT

As many of you will be aware there is increasing impetus for the Health and Social Care sectors to work more effectively together.

One initiative currently on offer is that providers can take advantage of the support provided by the CCG to complete the Data Security and Protection Toolkit Assertion (which is a requirement if you contract with the NHS) which then gives you the ability to apply for NHS Mail.

The advantages of taking this opportunity include:

- The DSPT Assertion provides an opportunity to reflect on compliance with the GDPR and then confirm that your organisation is compliant (useful for the regulators and yourselves)
- Being able to have access to NHS mail then provides a seriously secure means of communicating and sharing of information with others including the NHS
- To have included the exchange of discharge notes, communicating with GPs and tissue viability nurses

With the decreasing use of fax machines within the NHS it means not only can you avoid the need for sending confidential information via insecure "snail mail" but you will be able to share even faster and more secure than currently.

Support is available to assist with the process, funded by the CCGs. If you are interested contact: Phil Ellis-Martin philip.ellis-martin@nhs.net or Ibz Lawall ibz.lawall@nhs.net

SCA has now been commissioned to support providers with this work - contact Alan.Willmott@surreycare.org.uk

Surrey Care Awards 2019

Every year, we recognise and celebrate the exceptional contributions made by individuals and teams within Surrey's care workforce. Have you identified staff you'd like nominate for our Awards yet?

Nomination forms are now available to download from our website. Closing date for nominations is Monday 9th September.

The gala Awards ceremony at Epsom Downs Racecourse takes place on Friday 22nd November.

Tickets will go on sale later in the year.

Why not Sponsor an Award?

We have a wide range of sponsorship opportunities suitable for commercial suppliers as well as care providers.

Download our media pack from the website or contact Erica directly.

Our thanks go to the companies who have already agreed to sponsor this year:

Ashcroft Care Services; Christie & Co; EveryLIFE Technologies; Nellsar; Neil Eastwood's Care Friends, and Walden Care.

Can we add your company's name to this list?



STOP PRESS! OP uplifts for 2019/20

Providers have been in touch to express serious dismay at decision not to implement fee increases in line with planned uplifts.

Do get in touch if you too are affected.

A key area that has been identified is the need for networking and mentoring, as well as sharing the highs and lows of the work. To help with this, funding has been won for a further year's work. Surrey Heartlands has funded the 2019 Project, full details of this are available on the SCA website.

This year we will be focusing on networking, training and skills development as well as launching a 'Proud to Care, Surrey' web page to collate the activities of the county and provide support to employees and their teams.



Visit the SCA website for details workshops and training opportunities provided by the Workforce Project, which will be running from May – July 2019.

If you would like any further information about the workforce project, please contact Ali Porteous at workforce@surreycare.org.uk

News from Our Members

■ Bupa's Arbrook House has been awarded an 'Outstanding' rating by CQC, placing it amongst the top 3% of care homes in England



The Esher home was praised by regulators for its exceptional person-focused care and the team was commended for its heart-warming support of residents' personal interests.

The report noted that staff were 'caring for people in a way that exceeded all expectations' - tailoring care around residents' individual needs, preferences and histories.

By getting to know their personal interests, staff were able to provide care and support tailored to them – even calling on celebrities to help surprise them. Knowing that one resident was a huge tennis fan, staff arranged a surprise message from Andy Murray, thanking her for her support.

Elsewhere staff demonstrated the same approach for end of life care, ensuring they did everything possible to grant people's final wishes. For example, another resident had a passion for rock music. Conscious that he was unable to leave the home, the team arranged for the guitarist from The Dave Clark Five to come and play some music in his room.

Congratulations to all the team at Arbrook House!

News from Commercial Partners

■ We've been protecting care providers like you – since 1995

Citation We're partnered with Care England, and more than 35 regional care associations, including Surrey Care Association, so we're positive that our industry knowledge is the very best it can be.

Surrey Care Association have put their trust in us to support to their members in

● HR & Employment Law ● Health & Safety ● CQC Compliance

We understand that you didn't set up your care service to spend all your time dealing with legislation – but we did. With Citation by your side, you can continue to invest the time, money and stress saved doing what you love: caring for your service users and growing your business.

Our team's experience is something we take great pride in. With former care service managers and inspectors, our care experts have first-hand knowledge of what it takes to make your business outstanding - 24 hours a day, 365 days a year, so you're never alone.

From contracts of employment and holiday entitlements, to dismissals and discrimination, HR & Employment legislation would be tough without us by your side. Our experts will provide you with bespoke contracts of employment & staff handbooks, as well as offering guaranteed 24/7 telephone advice and tribunal support if you come in to trouble.

Health & Safety

Our Health & Safety team will review your Health & Safety policies and procedures and carry out a mock inspection to identify any hazards. We'll provide you with all the documentation and tools you need to be compliant, including risk assessment templates. We'll keep you up to date with legislation changes and if you do face a serious Health & Safety incident, we'll be on-site to support you.

CQC Compliance

We understand that one of the biggest challenges facing care providers today is making sure regulatory requirements are met. That's where CQC Pro comes in. Specially designed to complement the comprehensive services we offer, CQC Pro is our online platform which allows you to gather, assess and manage evidence for your inspection. Plus, we can provide you with CQC compliant policies and procedures and Mock CQC Inspections, for that extra peace of mind.

Citation are your one stop shop. To find out how we can save you time and support you through the challenging areas of running your care service, call 0345 844 1111 or visit Citation.co.uk/industries/care

Enclosures with this newsletter

- Championing Social Care in Surrey – SCA Report
- Wightman and Parrish flyer (SCA Members only)
- SCA Conference flyer

■ Healthcare Equipment Offers

WIGHTMAN & PARRISH

Wightman & Parrish can provide you with more than just cleaning products. We work with key industry suppliers to provide you with innovative solutions to your needs.

We can offer you solutions such as healthcare equipment including floor care cleaning machines and odour control units. For a limited time, we have a host of exclusive offers available.

Wightman & Parrish is a leading distributor across the South East and its employees have years of experience across the care home sector. We also leverage our close supplier relationships to provide you with competitive pricing, a wide range of options and optimum service so you get what you need, on time.

Contact Us Today: If you're interested in finding out more about the equipment solutions we provide or to set up an account, simply give us a call on 01323 445 005 to speak to one of our friendly advisors.

■ New Spectrum Benefits

SPECTRUM
CONSORTIUM
your partner in purchasing

A 30% rebate has been agreed for SCA members based on the commission Spectrum receive with suppliers and a further 30% rebate to SCA with rebates payable every six months.

Benefits include - Free Spectrum membership; highly discounted pricing & preferential terms with over 50 leading national reliable and vetted suppliers; Key Account Managers; free price comparison service; Business Development Manager available.

Dates for Your Diary

Events for Members

Please visit the events page on the SCA website for further event information plus timings

Older People Care Provider Business Update Meeting

• Thursday 16th May 9.30am - 1.00pm Leatherhead Golf Club

Dom Care Provider Business Update Meeting

• Thursday 16th May 1.15pm - 4.30pm Leatherhead Golf Club

Training Managers & Leads Network

• Wednesday 29th May Whiteley Village

Registered Managers Forum

• Wednesday 5th June Venue to be confirmed

CQC Update Session

• Thursday 6th June Venue to be confirmed

Learning Disability Provider Business Update Meeting

• Tuesday 11th June 9.30am - 1.00pm Leatherhead Golf Club

Events open to Members and Non-members

SCA Spring Conference

• Thursday 22nd May Leatherhead Leisure Centre

Surrey Care Awards

• Friday 22nd November Epsom Downs Racecourse

Training Sessions – Payable Events

Register your interest for GDPR Compliance for your Employees; Workshops on Leadership, Preparing for Inspection, Appraisal and Supervision, Interviewing Skills

Digital Marketing & Social Media

• Wednesday 8th May Thatcher's Hotel, East Horsley

GDPR Compliance for Employees

• Register your interest Date and venue to be confirmed

Partner Events

Citation seminar

• Thursday 20th June Venue to be confirmed

Non-SCA Events – important to note in your diary

Housing Support Network Meeting

• Wednesday 8th May 2.30pm - 5.00pm Leatherhead Golf Club

Southern Care Show (fee payable)

• Tuesday 14th May 9.30am - 1.00pm Farnborough International Exhibition and Conference Centre

Health Plus Care Show (free for providers, pre-register, quote SCA)

• Wednesday 26th & Thursday 27th June Excel London

Care Home Open Day

• Friday 28th June Nationwide