



Supporting Social Care Providers in Surrey

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

Awards Nominations deadline is 9th September!

Have you identified staff you'd like to nominate for our Awards?

Nomination forms are available to download from our website.

Please don't delay - the closing date for nominations is Monday 9th September.

2019 Awards Presenter Announced

We are delighted to confirm our Awards guest presenter will be Diana Moran, better known as TV's fitness guru the 'Green Goddess'.



Diana was part of the original team when the BBC launched Breakfast Television in 1983. She is an all-round television and radio personality with a successful career that has spanned four decades. She is the Health Editor, and writes a weekly page, for The Lady Magazine.

Now 80 years young, Diana continues to encourage everyone to look after their health. She says "staying healthy means we can enjoy our lives so much more – but there are no quick fixes!". Diana is an extensive traveller, lecturing throughout the world on Cruise Ships and Health Spas.

Awards Sponsorship Opportunities

There is still 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 our 2019 Awards:

Platinum Level sponsors: Nellsar and Nurseline Healthcare

Gold Level sponsors: Nourish

Silver Level sponsors: Ashcroft Care Services

Bronze Level sponsors: Christie & Co; Care Choices and Care Management Matters; EveryLIFE Technologies; Future Care Group; Neil Eastwood's Care Friends; Unity Bank plc and Walden Care (Broome Park)

Exclusive sponsors: Citation

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

SCA Business Updates Report

The latest business update meetings addressed a wide range of issues affecting all sectors.

Older Peoples Care Homes

At the Older Peoples event the group heard from Rebecca Page on the latest developments in safeguarding in Surrey and from Mike Boyle at SCC on the fees for residential services.

Alan Willmott covered the sector updates and SCA partners Wightman & Parrish gave an informative talk on the use of equipment.

Learning Disability

Our meeting looked at an update on the All Ages Strategy & AutonoMe Virtual Support Provider with Nigel Harvey-Whitten, Assistant Director at Lifelong Learning Disabilities at SCC and Victoria Afuape, Operational Commissioning Lead at SCC. We heard from Mette Le Jakobsen at Surrey Choices on their developments and future plans and received updates on commissioning from Mike Boyle, Assistant Director of Commissioning & Transformation of Adult Social Care at SCC. Clive Curd, Director at Veritas Advisory, spoke about the opportunity to claim money through property (see Veritas article in this newsletter). This was followed a talk on the campaigning work at Stay Up Late by Darren Johnson, Campaigns Coordinator, and a session on feedback on peer quality checks & co-production meeting by the Pro-Active Committee.

Domiciliary Care

Our agenda covered Safeguarding, sector updates, training opportunities with Jackie Denyer and the opportunity to put questions to a panel of providers who have achieved an Outstanding rating. (see photo of providers, right)



Registered Managers Forum

The latest Registered Managers Forum held on 5th June at the Mandolay Hotel in Guildford saw a packed room of over 30 managers. We enjoyed an open session from Kima Sutherland Dee, CQC Inspection Manager for Surrey in which she invited questions from the audience. A wide range of issues were covered relating to inspections and this included queries regarding whether inspectors resisted awarding an Outstanding rating due to the extra work entailed. Kima assured providers that this should never be the case and reiterated the sort of areas that were likely to lead to outstanding.

Simon Ayres from Wightman & Parrish gave an overview of equipment such as pressure mattresses and how to ensure their safety. We also had updates from Phil Ellis-Martin, Guildford and Waverley CCG regarding Nutrition and Hydration and the proposed learning sessions and Neil Selby NW Surrey CCG gave an update on the Enhanced Health In Care Homes initiative.



Alan Willmott (pictured above) gave his regular sector update covering the latest facts and figures relating to published reports and general sector developments.

Time to sign up to NHS Mail

One common topic in all business update meetings was the time-limited opportunity to receive free support to complete the Data Security and Protection Toolkit. This releases access to free sign up for NHS Mail enabling enormous opportunity, both now and in the future, for more effective and safe communications across the sectors.

To access this contact the SCA office sca@surreycare.org.uk or alan.willmott@surreycare.org.uk

SCA Working on your behalf

Book Now for our Autumn Conference!



Don't miss out on this opportunity to learn more from CQC and other sector speakers, network with fellow providers and visit suppliers in our exhibitors hall

EARLY BIRD OFFER

Book and pay for your delegate place by **30th August:**

- SCA subscribers early bird offer of £35.00 (£40.00 thereafter)
- SCA non subscribers early bird offer of £45.00 (£50.00 thereafter)
- Commercial Delegate Rate £75.00

Download your **booking form** here:

CONFIRMED SPEAKERS

- James Frewin, Head of Inspection at Adult Social Care CQC – Quality in Social Care
- Neil Eastwood, Founder & CEO of Care Friends -Employee Referrals and the Care Friends findings
- Emma Self, Community Nursing Lead, NHS
 England & Improvement Ageing Well: The NHS
 Long-Term Plan
- Judith Manners, Pharmacist Director, Opus
 Pharmacy Services Ltd The impact of medicine errors and how to reduce them

Spring Conference photo round up

Thank you to all our speakers, providers and exhibitors who helped make our Spring Conference in May such a success.



Stephanie Drewer (left) from Nurseline Healthcare with competition winner Kim Doody. Kim won an Amazon Echo.



James Sage from Royds Withy King spoke about why effective leadership is key to recruiting and retaining care staff.



Jim Poyser from SCC talked about Liberty Protection Safeguards, giving background on the story so far.

News from our Commercial Partners





VERITAS ADVISORY WORKING WITH SCA MEMBERS TO UNLOCK CASH FROM THEIR PROPERTY ASSETS

Veritas fully understand and appreciate the challenges that SCA members providing Care Home and Learning Disability residential care are facing. With fee resistance and increased operating costs margins have diminished year on year. For those residential providers who own their premises help could come from a unlikely source **HMRC!**

There is a tax relief on commercial property called Capital Allowances and this has been around since 1946. Claims can be significant for qualifying owners and can release large tax savings enabling tax refunds and reductions in tax for current and future years. However, in the Care Sector only around 30% of those owners who are qualified for the relief have ever made the **full claim**!

Claims are available on the purchase, extending and refurbishing the commercial property and many owners in the sector will have completed all of these types of works on their property.

Qualifying for Specialist Capital Allowances is simple if;

- You or your company own/lease the Home
- You or your company pay tax in the UK
- You are not a Charity, not for profit

We are working with SCA members, including David Holmes SCA Chairman, offering them a FREE INITIAL ASSESSMENT to see if they could qualify for this significant tax relief.

Please contact Ross McNaughton FCCA

E: ross.mcnaughton@veritasadvisory.co.uk | Mob: 07785 502 615 | T: 020 3130 0293

30 Newman Street, London W1T 1PT

Disability in the workplace – free guide on creating an inclusive environment



In the current climate, it's essential to recruit and retain the right people for your business. And in the modern workplace, disability should not be a barrier to recruiting great employees.

Our partners Citation have got a new guide that is free to access.

It covers how to create an inclusive recruitment process, welcoming disabled people into your business, completing risk assessments, and making reasonable adjustments, so your disabled colleagues don't face barriers to doing their job.

For more information see **GET YOUR FREE GUIDE**

News from our Commercial Partners

Spectrum Consortium's new website





Spectrum Consortium is pleased to announce that their new website is now live. The Spectrum team has endeavoured to make this easy for their members to use. You can now find the information on their current suppliers and be directed straight to their websites. Please remember when ordering to always quote your Spectrum membership to receive preferential terms.

There is also a news page and information on seminars that Spectrum are arranging and also what they have done in the past.

See <u>www.spectrumconsortium.co.uk</u> or contact Jackie Spooner Jackie@spectrumconsortium.co.uk for more details.

Care Friends coming soon!

Neil Eastwood, who many members will know from his appearances at our previous conferences, has spent the past 12 months developing a new employee referral app called *Care Friends* with the support of Surrey Care members.

User trials are under way this Summer and we are delighted that Neil will be coming to our Autumn Conference in October to share the results and demonstrate what impact this could have on recruiting care staff in the county.

For more information see www.carefriends.co.uk



Meet Maria - SCA's new team member!

Maria Stanley is our new business manager who will be covering for Charlotte as she enjoys her maternity leave with her brand new baby girl!

Maria joins us from the Ashcombe School in Dorking. Prior to that she ran her own floristry shop, also in Dorking, for 10 years, so she brings with her a wide range of business skills. We are delighted to welcome her to the team. Maria's email is officemanager@surreycare.org.uk

Our project support intern Kimberly Garande also leaves us this month as her one year contract has ended. We wish Kimberley every success in the future.



News from our Members

Red House is Outstanding!

Congratulations to the Red House Care Home in Ashtead which has recently been rated Outstanding by CQC.

The CQC report said that staff demonstrate a passion to provide people with love and a life of value, regardless of their age or disability. This is reflected in the many positive comments CQC received about the home and its staff from the residents, their relatives, and the visiting health care professionals. Everyone the Care Commission spoke with told them the Red House care home gave an outstanding level of care and support.

For more information see www.redhouseashtead.co.uk

Avenues Group Good & Outstanding

All Avenues support services are now rated as 'Good' or 'Outstanding' overall, according to CQC.

Group Director of Quality Carol Jones explained that the foundation of the organisation's progress was its commitment to person-centred active support. She said: "We take pride in supporting people to take the lead in their lives every day. It's about providing support that recognises collective views, aspirations and learning. Working together we make sure everyone enjoys life, and all the new experiences we can support them with."

Avenues currently supports 694 people across the East and South East of England, London and the West Midlands, employing around 2,000 staff.

Staff at Surrey Heights inspire charity skydive

A woman faced her fear of heights by taking part in a skydive to raise thousands of pounds for the Alzheimer's Society, in honour of her mum and the staff at CHD Living's Surrey Heights Dementia Care Home where mum is a resident.

Marenna Wild from Godalming raised £2,000 for the charity after being inspired by her mother's battle with dementia, and the staff who care for her. CHD Living added nearly £400 to round up the total.

After her skydive Marenna said: "The staff at Surrey Heights are amazing, the home wouldn't be what it is without them. The care they provide is incredible and it's made the whole experience worthwhile."



Skydiver Marenna Wild

Shaleeza Ladak, head of hospitality and communications at CHD Living, said: "We are delighted to have been able to support Marenna in raising such an amazing amount of money for such a worthy cause. What a fantastic achievement to face your fears in such a way."



The Mayor of Kingston helps re-launch Southborough

Southborough Nursing Home Re-launch

Future Care Group has been having a busy few months holding re-launch parties in all of its 19 homes around the country. In early June, relaunch party No 9 was at the group's Southborough Nursing Home in Surbiton. The team came together to host a party for residents, families and friends of Southborough. The new vision and mission plaque was unveiled by Cllr Margaret Thompson, the Mayor of Kingston Upon Thames.

Workforce Project Update by Ali Porteous







The workforce project continues to work with care providers to develop recruitment strategies that have real impact on the recruitment and retention of their teams.

Over the past few months meetings have been held in several of our member and non-member services. These sessions have been developed to assist managers in planning recruitment campaigns based on their values and recognising the work they do with in their teams that shows these values. The hardest thing for front-line care and support workers to do is to recognise and record the little things that they do in their work that make such big differences to the people they serve. To help with this a pilot has been introduced to one of our founder members' services, asking support workers at the end of their shift to 'find a friend and share a moment'. The aim is for teams, at the end of their working day, to find a co-worker and share something good that has happened in their day. This should help teams to stop and remember the great parts of their jobs, reflect on them and record these enhancing moments in their organisation's records to help CQC to see the organic work they do.

The project has also been working with Eugene, SCA's marketing assistant, in the development of the 'Proud to Care, Surrey' website, which we hope to launch later in the year. The site is designed to help people gain information about care in Surrey and help increase awareness of industry and the career opportunities available. Please look out for data requests and launch dates, this site is dependent on the information that Surrey carers are proud of and want to share.

If you or your team would like to discuss your workforce needs and how to put strategies in place to aid the recruitment and retention of team members please contact workforce@surreycare.org.uk.

News from the Commonwealth Association for Ageing

In 2017 Common Age held a story telling competition encouraging young people from across the Commonwealth to spend quality time with an older person and to write their life story.

The outcome is a unique collation of stories giving an insight into life and growing old in many Commonwealth countries, and taking the reader on an exciting journey across 22 countries.

As an entry from England, Hollie Lockhart (Erica's daughter) submitted a story following Mrs Phillips, a resident of Merlewood, an Elizabeth Finn home in Virginia Water.

This story was chosen as one of the 50 published from across the Commonwealth and the published book was presented to Mrs Phillips as a memento of her story. The book was presented to the Queen on Commonwealth Day and is available to download - http://www.commage.org/commage_ebook/





Mrs Phillips receives her copy of A Common Wealth of Experience.

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Dates for your Diary

Events open to Members Only:

Business Updates held at Leatherhead Golf Club:

- Older People Care Providers –10th September & 26th November
- Domiciliary Care Providers meeting 17th September & 28th November
- Learning Disability meeting 12th September & 4th December
- Training Managers & Leads Network 18th September
- Registered Managers Forum 24th September
- CQC Update Session 26th September

Workforce Training: Recruitment & Retention

For a full list of our meetings and extra sessions please check our <u>website page</u> or contact <u>workforce@surreycare.org.uk</u>

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:

Partner Event

Free to members, Non members £25 per person. Royds Withy King Employment & Law Seminar – 25th September

Surrey Care Association Autumn Conference

Thursday 10th October, 9:30 am–4:00pm Leatherhead Leisure Centre

Surrey Care Awards Evening

Friday 22nd November 7:00pm–12.30am Epsom Downs Racecourse

Surrey & Sussex Care Showcase 2020

Wednesday 25th March 2020 - Brighton Racecourse

To reserve your place at any of the events above please email

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

Full details of all our events can be viewed at:

https://www.surreycare.org.uk/events

News in Brief

New SCA events planned

We are planning three new events, one for Chefs and Catering staff on Hydration and Nutrition.

Another is Introducing Technology.

And also in the New Year an event for those involved in activities in care settings. Register your interest now.

Abuse found by BBC Panorama - SCA response

We were all shocked to see the BBC Panorama programme in May describing the horrific abuse of residents at Whorlton Hall. Read our statement, written by our Chairman David Holmes which was sent out to the press in May.

Health Plus Care Show 2019

At the show in June, David Holmes spoke in the main theatre on Ashcroft's aspirational approach to person-centred care and support for people with a learning disability, and introduced Ashcroft's Big Life Adventure. Graham Elliott represented SCA and was on the search for new products to showcase in Surrey.

East Surrey CCG news

We have news that East Surrey CCG has now formally joined with the ICS Surrey Heartlands. For more information see their press release

Latest Healthwatch Project

Healthwatch teams are visiting care homes to ask about advance care planning processes and to talk to willing residents/families about the process of putting plans together. Healthwatch has assured SCA that they definitely wouldn't want or expect to look at anyone's plans without their permission, and they are not interested in what's in anyone's plan. The focus of the project is the experience of people who have either discussed or put advance care plans in place.

SCA Website update

In the last year the SCA website received a staggering 96,000 page views* - almost 10,000 more than the previous year. Members of SCA benefit from having a presence on our website, for example on the 'Find a Care Service' page with enhanced business listings with 30,000 pageviews and the 'Find a Job' area for job adverts with 5,000 pageviews. Find out more at surreycare.org.uk

^{*}Page Views / Pages –how many times someone has viewed an entire page including all text, images, etc.