



2020

annual newsletter



/NationalCareAssociation



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info@nationalcareassociation.org.uk



www.nationalcareassociation.org.uk



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Please keep in touch.....



We are here to support you, our members, during these unprecedented times. Our priority is to provide you with the most up to date guidance and advice via our member email updates.

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Welcome from Nadra Ahmed OBE, Executive Chair of National Care Association

As we embarked on 2020 we were looking forward to a new decade which we hoped was going to bring positive change for our sector with promises of reform; after a decade of broken promises by a government which had lurched from crisis to crisis. We finally had a new Prime Minister who reassured us that he had the solution to Social Care reformation ready to be unveiled. With this in mind we were all optimistic about the coming decade and all that it would hold.

In the first two months the NCA team were busy planning our Annual symposium, to be held in London with a line-up of great speakers who would share their thoughts and their vision for the future of our sector. As March the 3rd approached we were delighted with bookings and looking forward to catching up with friends from across the country.

The first sign of some trouble brewing in the country came about when a meeting in late February at the DHSC was to discuss Brexit issues had an added item to talk about a virus, which should not be an issue for Care providers, but we would be kept apprised! On March 2nd 2020, we all set off to the venue with an eye on hand sanitiser and no shaking of hands but there was no talk about social distancing at all, get ready for our valued delegates, partners and speakers!

Only a few hours into our annual event, we had press queries coming in, to the point that there was an observation that they were irritated by my constantly leaving the hall to take calls – for which I apologise unreservedly. By the end of the event we had spoken to every major media outlet as it started to emerge that care services were not protected from the virus and indeed there was no plan in place to support providers through it!

All our plans for 2020 or indeed the decade ahead was overtaken by a frontline maneuver to keep our staff and residents safe from a deadly virus which was about to sweep the country. Our leader immediately stepped forward to protect the NHS at the expense of social care. We started to hear about the diversion of PPE almost immediately and then followed the challenge of supplies.

Within weeks the situation had become dangerously chaotic and we were pushing Ministers for more support for social care providers on an hourly basis and the plight of our sector began to capture the nation's attention. This was a period when many acts of kindness and bravery encapsulated the services and most of all it showed the nation the commitment and dedication of everyone working within our services every single day come rain come shine.

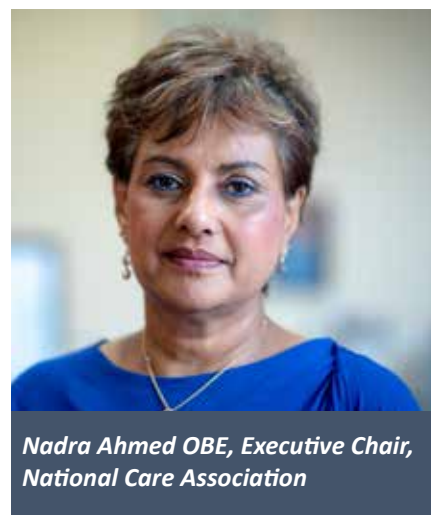
It has been a challenging time we know for all of you as you have strived to keep service users safe in care settings and in their own homes, whilst supporting staff through their personal challenges and anxieties. We know that the loss of services user to this virus will have a lasting impact on your services and the thought that there is a while till we can create the type of normality we all crave may be some time away.

From the outset the Team at NCA has been working tirelessly to support you in any way that we could. I would like to thank the admin team for the hours they spent trying to get information out as soon as it came in. Additionally, thank you to the Board, who are providers themselves, for finding the time and energy for raising the issues across the media networks.

This nation owes an enormous debt of gratitude to care providers and all your staff for the care and support you have provided to your services users. Your dedication has saved many lives and we know that it will have had an impact on the personal wellbeing of the staff. Sadly, the sector has had nominal support from government and the impact on businesses will be a source of great concern especially with additional cost increases such as insurance premiums, PPE, NLW etc. and very little sign of any government plans to address this as we go to print.

We have the hope of twice weekly tests, a vaccine and of course the fluctuation in transmission on a slight decline but this does not mean that we can relax as indications remain that we will have at least another six months of the uncertainties. The one thing you can rely on is that we at NCA will do everything we can to raise the issues to bring to our attention and fight your corner at every opportunity. It is important to us that you know you are not alone and we will do all we can to support you through the office, our Board (who are all providers themselves), sponsors, suppliers, media and of course contacts in the various government departments including ministerial levels.

We hope and pray that you will all have the opportunity to spend some time with loved ones over the festive period. Our thoughts and prayers are with you all and we thank you for helping us with surveys and feedback which we can use to quantify what we are hearing you say. Do let us know if there is anything we miss in the support we provide so we can continue to get better at what we do.



**Nadra Ahmed OBE, Executive Chair,
National Care Association**

With thanks to our sponsors whose continued support allows us to lead the way as the voice of the nation's independent care sector.



feel good



Amrit Sumal updates us on CQC developments throughout 2020

If we could define in one-word what 2020 has meant to us, I think that we would all agree COVID-19! Who could have foreseen how difficult this year would be?

At the beginning of the year the CQC had launched its Podcast Series, “CQC Connect” with a view to engaging its stakeholders in discussion and collaboration. The emphasis was very much on information sharing and collaboration. As a trade association we welcomed the collaborative approach that the CQC had taken in developing a document entitled “How to get the most out of inspection”. This was a guide for providers and inspectors alike in identifying what a good inspection looks like for all parties.

In February 2020, the CQC had consulted on and published a report entitled “Promoting Sexual Safety through Empowerment”. The report looked at how adult social care services keep people safe from sexual incidents. There were recommendations contained with the report that were welcomed by adult social care.

Then COVID arrived....

Overnight the hospitals were thrown into crisis mode and Care Providers were required to ease the pressure on the NHS by admitting patients from hospital that were COVID positive. Government guidance published in April 2020 “Admission and Care of Residents During COVID-19” offered no support to the Care Homes and the guidance was unclear in relation to the rights and responsibilities of the Care Provider. Version 2 of the guidance entitled “Admission and Care of Residents in a Care Home during COVID-19” (June 2020) sought to clarify this

and offered specific guidance in relation to COVID positive residents. However the damage had been done!! Care Homes deaths due to COVID-19 were increasing hourly, despite requests for help from the Government, this was not forthcoming.

The Care Quality Commission were very busy developing systems and processes, keeping on top of guidance updates received from the Department of Health and Social Care (usually at 5pm on a Friday evening). As a result of these updates our members too, despite having to deal with the day to day crisis that COVID-19 had brought, had to also ensure that they complied with whatever policies and guidance the CQC were producing. The CQC changed the way it worked in response to the Coronavirus Pandemic, routine inspections were suspended as they focused their work on more urgent matters. Care Homes were closed to all visitors and there appeared to be an increase in concerns from whistleblowers about closed cultures within Care Facilities.

In May 2020 the CQC developed Emergency Support Framework, (ESF) with the understanding that they would offer support and advice to those they regulate. The ESF was about gathering information by means of communication from stakeholders and the Care Provider. These were conversations that took place, sometimes 2/3 hours long between the service and the regulator. The response to the questions asked would be interpreted by the inspector and a Summary Record produced determining whether you were “Managing” or “Needed Support”. If you were determined as “Needed Support”, further information gathering would take place and a focused inspection arranged if necessary. The above framework was outside the CQC Regulatory Framework.

In May 2020, the CQC also created COVID-19 Insight reports, which is a regular series of insight documents intended to highlight COVID-19 related pressures on the sectors that CQC regulates. These reports are very detailed and informative, and I would highly recommend that you read them if you do not already do so.

In October the CQC published its long awaited report entitled “Right support, right care, right culture”, the guidance outlines three key factors that CQC expects providers to consider if they are, or want to care for autistic people and/or people with a learning disability. A useful document to read for anyone who wishes to provide such care.

In October 2020 the CQC published its “State of Care Report” which is their annual assessment of health and social in the sector. There was clear recognition within the report about the pressures that COVID-19 had placed on the adult social care sector, and that how there needed to “be

a new deal for the adult social care workforce that reaches across health and care – one that develops clear career progression, secures the right skills for the sector, better recognises and values staff, invests in their training and supports appropriate professionalisation”.

Infection Prevention Control (IPC) – The CQC in wanting to capture good practice after the first wave, identified adult social care settings to capture good practice and to follow up in places where there may be a risk. The CQC created an inspection information gathering tool kit accessible on the website to assist inspectors and providers alike. These inspections were largely positive and the CQC are committed to complete 500 stand-alone IPC inspections during October and November. These are inspections and are published on the website. The regulatory framework is applied.

The transitional regulatory approach (TRA) is the approach that the CQC are now using to monitor risk across all ASC settings. During the monitoring call the inspector will focus on all five of the KLOES. The CQC have provided guidance in relation to the types of questions that they will ask on their website. The outcome of the conversation will determine whether risk is identified or not. If risk is identified further phone calls may take place and/or a focused inspection depending on the level of risk identified. A Monitoring Summary Record will be provided outlining the action taken. This will not change your rating and will not be displayed on the CQC website. It is however a valuable information gathering tool which the CQC may seek to rely upon later.

Designated Schemes – Your local authority will identify Care Providers who they want to put forward to take COVID-19 positive patients. You as a Care Provider can say no. You must meet a number of requirements for being considered on the scheme and the CQC will not consider locations that are inadequate, or requires improvement with breaches. There is no further guidance from the Department of Health and Social Care at this point in time.

Work is ongoing in relation to the COVID and how the CQC deals with the crisis. Information gathering and monitoring will continue under the TRA approach up until Spring 2021. Providers have had to make many difficult decisions over the year, admissions of COVID positive patients, staff anxiety, spreading the virus to others in their homes, insurance liability and COVID, allowing visitors in, keeping them out, managing stakeholder and CQC expectations, the list goes on. The year is not yet over, we may have a Vaccine on the horizon, however one thing we do know is that we are not out of the woods yet and whether we ever will be remains to be seen.....

Roll on 2021.

**Amrit Sumal, Compliance Director,
National Care Association**



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Why we the social care and health sectors need to work together to combat dementia

There are currently 850,000 people living with dementia in the UK. But in two decades time the number of people with dementia may rise to 1.6 million.



The question is, as a sector and as a society, what do we do about it? The whole idea of blending health and social care has been on the political agenda for many years of course. It's nothing new. But, as somebody who has worked in both the social and health care sectors, as well as academia for the last 40 years, I agree with Andy Burnham, the Mayor of Manchester, that things are unlikely to change "...until we have public services which treat dementia equally with cancer..."

Sadly, it has taken the Covid-19 Pandemic to shine a light on why much closer integration between the health and social care sectors is needed. During the lockdown, many NHS occupational therapists, who were working with people living with dementia, were re-assigned to the Nightingale hospitals to help to stem the Coronavirus tide. This meant that there were fewer professionals working in the community. As a result, some people with dementia observed that their skills and abilities declined more rapidly.

Some of those therapists were working on an emerging new service. The therapy, which is known as GREAT Cognitive Rehabilitation, is a particularly exciting development because it recognises that if the symptoms of dementia are addressed at an early stage, they can be managed and even delayed.

GREAT Cognitive Rehabilitation is an acronym for Goal oriented Rehabilitation in Early Alzheimer's that was first used in the initial Trial at the University of Exeter, led by Professor Linda Clare. GREAT CR is a structured programme that has been evidenced as particularly effective in care homes, and home environments. It focuses on the personal goals of the person with dementia as a means of motivating them to engage in the holistic therapy which is for the mind, body and spirit, and works on the principle that all three are inextricably linked.

The GREAT CR programme is an emerging service, requiring training and support to learn how to deliver it. The University is exploring ways of delivering this learning to as many care providers as possible. Meanwhile it is possible for care providers to deliver a range of simple approaches

that will all support the cognitive rehabilitation of their residents

So what is cognitive rehabilitation? In a nutshell, it is the act of restoring the everyday functional abilities of a person with memory and other cognitive difficulties and, in doing so, enhance their enjoyment of life.

Take the body for instance. People with dementia often struggle to sleep, which can make their condition worse. Therefore, when residents with dementia were isolated in their own rooms because of Covid-19 restrictions, in 25 Sunrise Senior Living homes and 21 Gracewell HealthCare homes in the UK, the first thing we did was to place tables and chairs near to the window. This may seem a small step, but by giving the residents access to daylight, it helped to restore their natural sleep patterns.

Not sleeping at night can also have a knock-on effect on diet. If people living with dementia are not sleeping at night, then they're likely to miss meals and not take on board enough fluids during the day.

Thirdly, movement and exercise are vital too, and are intrinsically connected with sleep and diet. At Sunrise and Gracewell, we developed a person-centred exercise routine.

But more importantly, instilling a culture of physical wellness laid the foundations for Cognitive Stimulation Therapy sessions (CST) which was rolled out across all 46 homes. Whilst Cognitive Rehabilitation aims to improve damaged cognitive function, Cognitive Stimulation Therapy aims to stimulate the use of remaining cognitive abilities.

But what does that mean? Quite simply, CST gives the whole brain a 'workout'. Many people wrongly assume that once somebody develops dementia they lose all abilities. That's simply not true.

CST, therefore, is one of the tools that can be used to help those with moderate symptoms. The programme is a closed group (same members, same place, same time) so members forge deep friendships and a sense of safety while they stretch their abilities by being encouraged to form and express new thoughts and ideas. The activities that support this are based on the use of all of the senses and include the use of music, foods and access to nature.

At Sunrise and Gracewell, we were able to identify who would benefit from either GREAT CR or CST by using the Pool Activity Level (PAL) Instrument to assess for mild or moderate difficulties. We also used the PAL to measure change over time and evidenced that the majority of residents participating in these approaches either improved or maintained their cognitive level of ability over 12 months. The PAL Instrument has now been acquired by Quality Compliance Systems (QCS), and will soon be more widely available to health and social care providers.

Until Covid has been contained, my work with the University of Exeter is to roll-out the GREAT CR training as a distance-learning course so that we can continue to make this service accessible to many more people. In the same way that cancer sufferers have access to chemotherapy, I believe that CR and CST should and will be widely available to people with dementia in the future.

As Cognitive Rehabilitation is already deeply embedded in the NICE guidelines, not only is this likely to happen, but collaborative intervention also serves a wider purpose by highlighting what can be achieved when the social care and health care sectors work together.

For more information about QCS, call us on 0333 405 33 33 or email sales@qcs.co.uk. To enquire about a free trial, please visit www.qcs.co.uk/free-trial



*Jackie Pool, Dementia Care Champion,
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If, in 2019, we asked 'Where do you see the care sector in a year's time?' no one could have accurately predicted the answer.

The seismic changes that COVID-19 has wrought across the world are having dramatic and enduring impacts on social care providers here in England.

2019/20 was already due to be a challenging year, with ongoing concerns about long-term funding, staff shortages, plus the uncertainties relating to the UK's exit from the European Union.

But COVID-19 is a challenge of a different order for our sector. It has shone a stark light on the structural problems what we face: a diverse sector with inequitable status, funding or support compared to our NHS colleagues. But it has also highlighted our strengths, and forged a closer alliance across all care providers. There's nothing quite like a common enemy to bring people together.

As the current Chair of the Care Provider Alliance – the national coalition of care provider's trade associations – I witnessed the dedication, skill and focus of our sector's leadership as we came together to act as a whole sector. We know that our voice is stronger when we are united. And the building blocks of that union were already in place before coronavirus struck.

During 2019/20, under the leadership of our then chair – Lisa Lenton – the CPA's major focus was on market sustainability and business continuity. That was partly driven by the uncertainties relating to negotiations with the EU, but also due to the long-standing concerns about the fragility of our whole market.

With support from the Department of Health and Social Care, and in partnership with our colleagues at the Local Government Association and the Association of Directors of Adult Services, we developed a range of resources to support care providers with their business

continuity planning. Our practical guidance and templates helped care providers to develop or update their plans for managing possible risks such as: interruption in supplies, infection prevention and control, and understanding the implications of the EU Settlement Scheme for staff from the EU.

Throughout this work, we ensured that we considered the *whole sector*: traditionally there has been a stronger focus on care homes for older people, and to a lesser extent domiciliary care. But the CPA represents all parts of our sector – including supported living, extra care housing, Shared Lives schemes and retirement communities; services for all adults, with all support needs; and all business types – from small family-run private providers, to large enterprises, and not-for-profit and community sector organisations.



As coronavirus started to hit in early 2020, we shifted our focus to supporting and representing all care providers through the pandemic. The leaders from our ten members – including Nadra Ahmed, Chair of the National Care Association – came together every morning as a rapid response team: sharing emerging issues from our individual members, agreeing joint positions for our advice and negotiations with central and local government and regulators; and delivering an action plan to support all our members.

CPA executives took part in all the working groups established by Government on coronavirus and social care: from workforce, testing, PPE, data and reporting, and BAME communities – and later we joined the key advisory groups supporting the [Adult Social Care Taskforce](#) led by David Pearson.

Throughout the year, we also brought together the experiences and expertise of diverse care providers across the country – for example through our regular surveys on business continuity, and key emerging issues such as insurance renewals, as well as through regular contact with our ten member associations.

As a result, the voice of all social care providers was strongly represented. We know that much more needs to be done to ensure that voice is truly heard, and acted upon. But we believe that the CPA's work with the sector and wider

policy makers on EU Exit, coronavirus, and most recently the winter plan, is having a real impact. As a result the evidence that we have gathered, and the collective position that we have pushed, we:

- negotiated zero-rated VAT on PPE supplies for care providers – similar to permanent arrangements in place for the NHS
- identified and raised concerns about hidden risks and costs, such as insurance renewals and PPE
- briefed care providers on accessing the Infection Control Fund
- published early protocols on safe visits to care homes – and recently supported the joint call to facilitate visits during lockdown
- developed partnerships with private sector companies, such as Uber and supermarkets supermarkets, to support to care workers

2019/20 proved to be an exceptionally challenging year for care providers. And, as I write this in November 2020 while we are heading into another national COVID-19 lockdown, those challenges continue to mount.

On behalf of everyone who uses our services, and the staff and managers who run them, it is important not to give into the counsel of despair.

Over the coming months our focus will be on: building a sustainable, high-quality care market for everyone, and ensuring care workers are recognised and rewarded as professionals.

www.careprovideralliance.org.uk

Related article links:

- <https://careprovideralliance.org.uk/cpa-shining-the-spotlight-on-social-care>
- <https://careprovideralliance.org.uk/business-continuity>
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**Kathy Roberts, Chair,
Care Provider Alliance**

Is your care home tuned in?

radioreminisce

The Home of Music and Memories

Radio Reminisce is a unique radio service for residents in care. The concept was launched in early 2019 with on-demand, dementia friendly audio programmes that users could subscribe to. Radio Reminisce has now developed into a free accessible radio service by launching on smart speaker during 2020.

Providing music that means something to the listener can help reduce anxiety and depression, maintain speech and language, and help enhance quality of life. It is important to make our service as accessible as possible, so the move to smart speaker now means that care homes throughout the UK can use the service with ease.

We broadcast comfort radio, with the best music from the '30s to the late '70s and include our very own specialist dementia friendly audio programme 'On The Wireless' - currently also

available as an on-demand boxset. In each show, ex-BBC and Saga radio presenter Ashley Franklin plays popular songs of a particular year and recounts the life and times of that period.

Reminiscing about the music and the artists; radio, television, cinema, family life, food, drink, fashion, holidays, hobbies and sport; these light, warm, entertaining programmes help stimulate minds and bring joy, comfort and pleasure to listeners' lives.

Our radio schedule also includes: 'Memory Jukebox' packed full of hits from the '30s to late '70s; 'Super Sixties Hour' currently on at midday focusing on the popular hits from the '60s; 'At The Musicals' streaming the very best music from the musicals for our listeners to sing along to; and our 'Weekday Wind-down' programme playing the best in smooth classical music to

help our listeners relax and unwind late in the evening.

Thanks to funding during lockdown in the spring, we introduced 'The Daily Tonic' to bring positivity to listeners during such a distressing time. Presented by Ashley Franklin, this programme aimed at bringing smiles, stories, brain teasers and great musical memories during lunchtime.

We plan to revive this programme and continue our free radio service in 2021. We are looking for kind sponsors to help make this happen. If your business can help support us, please email James at hello@radioreminisce.com.

To tune your care home in, visit

www.radioreminisce.com

or simply ask Alexa to
'Play Radio Reminisce.'

Finally - a big thank you to Nadra Ahmed OBE and the National Care Association for their continued support.

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Share your story, the Jawa Group

Earlier this year, when the reality of the Covid-19 pandemic was really hitting home, infection prevention measures meant that many of our usual entertainment and activities had to be cancelled, and visiting was suspended.

Our Reception team have worked tirelessly throughout with families and friends, to facilitate Zoom and telephone calls with loved ones. In place of our monthly illustrated gazette we now produce a weekly bulletin update on the situation in the home. We've had so many messages of support and appreciation from regular visitors who, while they find it difficult not to see their loved ones in person, completely understand that we have to do everything possible to keep everyone safe. Whilst visiting restrictions were very slightly relaxed for a short time, we catered a romantic wedding anniversary meal for a resident and his wife.

Throughout this extraordinarily challenging time, the wellbeing and morale of our staff team have been a priority. They are working selflessly and devotedly to keep residents safe. To express our thanks for their efforts we have been catering weekly staff lunches, a time for them to come together socially (at a distance, of course) in mutual support and friendship.

Our residents always enjoy a good celebration, and this year's Spring Bank Holiday on 8 May was extra special, marking the 65th anniversary

of Victory in Europe Day. They watched TV coverage of national events and later attended a special tea party in our sunny courtyard with played hit tunes of the WWII era playing. That same day our local Poundland store in Penge surprised us with a gift of biscuits and chocolate for staff – it is good to feel recognised in the local community at a time of stress and uncertainty.

Our local community choir, 'Sing Along with Golden Oldies', who have sung for our residents on many occasions, were scheduled to come again in May. With the pandemic they weren't able to be here in person, instead they created a CD and songs performed just for us. This has really been a labour of love for the choir and we look forward to the day we can welcome them back.

Also in May we hosted a very special 'Clap for Carers' which the Mayor of Bromley, Hannah Gray, attended in company with residents' families, friends, staff and professional visitors. It was good to see familiar faces of present and former residents, representatives of the ambulance, fire and police services, and churches, and to feel the support and goodwill of our local community. This took place in Mental Health Awareness week, 18 – 24 May 2020 whose theme this year's is 'kindness'. During a time when our staff encountered on a daily basis a level of risk which the majority of the population was only just coming to understand,



and at the same time have their own personal and family issues to deal with, we asked everyone to be kind to our staff.

Over the summer we were delighted to hear from our friend Elizabeth, who as a volunteer sang here for many years with her pianist friend Pat. Elizabeth has struck up correspondence with a number of residents whom she befriended during that time, sending them wonderfully chatty letters, and our activities coordinator Camelia helps them to write back to her. This has been a lifeline for so many people who don't have family contact but love to hear from the outside world.

Our programme of daily Namaste Care has continued throughout the pandemic and is needed now more than ever, at a time when although visitors can't come, residents still need the reassurance of loving touch

As we enter the last couple of months in 2020, we are working hard on a daily basis to keep everyone safe and with a good quality of life. 'Touching Lives' is at the heart of our service and in 2021 Covid-19 won't change that.



Crisis Response: Adapting to a Pandemic

Executive Director of The Care Workers' Charity, Karolina Gerlich, on how the charity is mitigating the devastating impact of Covid-19 on our social care workforce.

The CQC's 'State of Care' report once again highlighted the great courage and resilience demonstrated by the social care workforce in the face of the pandemic. Working under unimaginable levels of pressure, they continue to deliver outstanding care to society's most vulnerable groups. Despite this, those who work in social care have been all but abandoned in a time when most, if not all, are reaching crisis point.

The Care Workers' Charity has over a decade of experience in giving out 'Crisis Grants' to prevent care workers from falling into financial hardship. However, the onset of Covid-19 necessitated the creation of a brand new grants stream, as those in social care struggled to adapt to the pandemic. At the end of March 2020, the charity launched the 'Covid-19 Emergency Fund' which was aimed at providing emergency funding;

- to support care workers who had to self-isolate and/or were part of the designated shielding group, struggling with little to no sick pay as their sole source of income
- to cover the funeral costs of a care workers' next of kin **or** the funeral costs of a care worker who has passed away- the expense of which their own next of kin is unable to meet
- to contribute towards the cost of additional childcare incurred as a result of the pandemic

One of the people we supported was John, a support worker, who faced financial crisis when he was tested positive for Covid-19;

"For the two weeks that I had to isolate, I was only entitled to SSP of £92 a week, which barely covered rent, never mind anything else. With this grant, I can actually now go food shopping and not have to rely on food banks. I really thought that care workers were the forgotten kind and then you guys turn up ... I honestly cannot thank the Care Workers Charity enough."

It is important to us that we are as responsive as possible throughout the grants making process, as crisis situations can rapidly snowball in their severity. Our Covid-19 grant stream has been consistently fine tuned since launching, and I'm proud to say that we boast a high quality of support and a quick turnaround for all applicants- the average time between submission and decision is just 5.5 days!

The demand that we have been met with has been extraordinary. Since the launch of the 'Covid-19 Emergency Fund', we have received an average of 900 applications each month, every month. The Care Workers' Charity had originally

raised £2m in order to fund this vital grant stream, yet this staggering amount of money has lasted just 6 months. During this initial period we have helped 2,300 care workers- but this is a drop in the ocean compared to the huge numbers who are currently in crisis.



"The CWC needs the support of all social care leaders and organisations to ensure we can continue our vital work. We're keen to partner with even more fantastic care providers and organisations to support our workforce through this devastating pandemic, and I would be grateful if you would consider donating to our Fund;"

www.justgiving.com/campaign/coronaviruscareworkersfund

Covid-19 has been the catalyst that sinks many care workers into poverty, and we are primed to respond to an influx of applications we expect to be made as a result of a number of damaging factors that will push our carers further into crisis. These include; reaching the peak of the second wave of infection (meaning even more care workers will be infected, and have to isolate with little or no sick pay), the forthcoming policy limiting the movement of the social care workforce (threatening livelihoods and salaries), and the limitations of the Infection Control Fund in supporting social care staff.

Covid-19 continues to represent an unprecedented threat to all aspects of our lives. In our greatest hour of need, the social care sector has endured, but this has come at great personal cost to those who work within it- as they face financial and emotional crisis.

The CWC needs the support of all social care leaders and organisations to ensure we can continue our vital work. We're keen to partner with even more fantastic care providers and organisations to support our workforce through this devastating pandemic, and I would be grateful if you would consider donating to our Fund;
<https://www.justgiving.com/campaign/coronaviruscareworkersfund>

Thank You.



**Free copy available
for all members**

(additional copies £2.50 each)
Non members price: £5 each

**Request your copy via the
online order form at**

[www.nationalcareassociation.org.uk/
resources/toolkits](http://www.nationalcareassociation.org.uk/resources/toolkits)



DEMENTIA GUIDE:

**Living with and Understanding
Dementia**

*A guide for care staff, family
and friends*

Boots Care Services have been proudly supporting care homes to manage their residents' health needs for over 30 years - supporting care homes to deliver the best possible person-centred care for their residents.

Our experienced Boots pharmacists and Boots pharmacy teams offer expert healthcare advice to help meet the highest standards required by regulators.

We also provide access to Boots Care Learning, an exclusive and recently upgraded eLearning platform with over 70 courses dedicated to the topics which matter most to you and your care home staff. Users will be able to find a range of learning resources suited for all levels on a variety of topics from medicines management to condition focused care which offers an in-depth look at more prominent conditions within the care setting such as diabetes and dementia.

At Boots Care Services, we continue to strive to make the lives of residents' better tomorrow than they are today.

The COVID-19 pandemic has further accelerated transitions to digital solutions with more and more organisations accessing digital technology. It has been proven that such technology in a care sector improves resident care and helps deliver better outcomes which are critical at this unprecedented time.

Here at Boots, alongside our three-market leading eMAR software solutions, we are uniquely placed to find the right eMAR for you and your organisation to ensure that such outcomes can be achieved.

eMAR – digital innovation

Over recent years more and more care homes are switching from dealing with time consuming paper-based records to easier electronic medicines administration record (eMAR) solutions. The use of this technology can further improve the care residents receive.



The three common questions we are often asked are:

- Why would eMAR benefit my care organisation?
- How easy is it to implement and what training and support will Boots provide for my colleagues?
- Can the eMAR solution integrate with other technology e.g care planning systems?

Why would eMAR benefit my care organisation? **eMAR:**

- supports you in demonstrating a person-centred approach to how each resident receives their medication by displaying key information at the point of medicines administration such as photos, allergies and patient diagnoses
- reduces your medication round times by focusing on the relevant medicines due for a resident in each medication round
- minimises the risk of missed medications/gaps on MARs by alerting colleagues to a missed medicine. The dashboard and management reporting tools also offers managers insights to identify trends and take action as needed
- increases completion of key tasks such as PRN (when required) follow ups
- reduces the time needed for medicine associated tasks e.g. booking medication in

At Boots, we understand that not all customers have the same needs and preferences and that is why we take time to understand you. Implementing eMAR solutions for over 6 years enables us to tailor our offer. By working in partnership with leading eMAR solutions we offer the best fit for your care setting.

How easy is it to implement and what training and support with Boots provide for my colleagues?

eMAR is a change management programme. Getting the right training and implementation support is vital to the success of eMAR. The

training needs to be user friendly for staff so they can get the most out of the training.

Management and staff engagement ahead of 'Go-Live' ensures the implementation is completed successfully.

At Boots we have a dedicated team of Digital Specialists who have over 6 years of experience working with independent, regional and national care home organisations on their digital journey.

We work with you to create a bespoke training package that suits you and your team. We have extensive experience completing face to face training, remote training and have the added benefit of additional online e-learning training to boost staff confidence.

Can the eMAR solution integrate with other technology e.g. care planning systems?

There are many digital technologies available in the market. Integration between systems can help simplify the medication processes, improving visibility of the end to end care being provided.

Integration between your chosen eMAR solution and your servicing Boots pharmacy is critical. An online pharmacy interface ensures accurate and up to date medication and resident information can be transmitted in real time. This interface also ensures that care home staff do not have to manually enter data therefore reducing the risk of an error.

Our team at Boots can help you understand the integration between eMAR systems and care planning solutions.

Our dedicated care services pharmacies receive all the training and support they need to help you get the most out of your eMAR solution. To understand more about how eMAR with Boots might help your care organisation, please contact emar@boots.co.uk



Boots is uniquely placed to find the right solution for you and your organisation

Discover the benefits of eMAR

More and more care home organisations are reaping the rewards and benefits of eMAR (electronic medication administration records) with Boots. To further support care homes during the Covid-19 pandemic we are now offering remote implementations of eMAR.

- ✓ As the largest pharmacy provider to care homes Boots supports you on every step on your eMAR journey
- ✓ We know that different care homes have varying needs and preferences and we work to find the right solution for you
- ✓ Our training and implementation support is incredibly intuitive helping us lead the way in digital innovation and complete successful implementations.

If you want to find out more about how Boots can help you on your digital journey please email emar@boots.co.uk

Boots
Since 1849

The Role of a Financial Adviser in the Care Choice Decision

The topic of how to fund care home fees is a difficult one both for the potential resident and their family and for the care home provider themselves.

Money is still considered to be almost a taboo subject for discussion and many people put off these kinds of considerations until a situation such as the need to pay for their care becomes a necessity.

Most people don't have conversations with their families around difficult later life topics such as care provision and funding or end of life care but interestingly the pandemic has meant there has been an increase in discussing this along with the related matter of mental capacity and powers of attorney.

If the time when a person needs care is the first time that the subject of funding it has been mentioned, then the cost of care may come as a surprise both to the potential client and their family.

Despite the fact that people have had to contribute or entirely fund their residential care since the National Health and Community Care Act 1990 came into effect in April 1993 there is still considerable lack of understanding as to who pays for what in social care and when.

This is partly due to the lack of enthusiasm for any government [whatever their political persuasion] to want to tell voters that they may have to use their savings and indeed potentially their home to fund the cost of care should they need it.

However simply not discussing it does not alter the fact that this is the case. There have been successive reviews of care funding since 1993 but

they have only tinkered around the edges of the issue, and so it still remains the case that many people expect the state to pay for care.

Lack of clarity around this message means that lots of people are confused by the system which separates their care journey into NHS and social care with the latter having costs implications for them.

Care home providers who are naturally very proud of the home they run and the care and services they provide often concentrate on this aspect of the choice a potential resident [or their family] has to make when choosing a care home. Fees are frequently mentioned at the end of the visit and neither party necessarily stops at that point to consider whether these fees are affordable both now and in the future particularly if the person's care needs increase.

Nevertheless, a discussion around care fees affordability is crucial both for the long-term security of the resident and for the financial viability of the home.

This is where a conversation with a Solla specialist Life Life Adviser can really make a difference

Solla members understand not only the financial aspects of care funding and the options available but they are also experienced in sensitively having that difficult conversation around money which many people find so hard.

They are very used to dealing with the need to include family members in the discussions but equally to respect the autonomy of the older person who may wish to make these decisions for themselves. A good knowledge of substituted decision making is essential here and all Solla members have specific training in this area so that they can work effectively with both attorneys and deputies where necessary.

In these situations it is important to know how the Office of Public Guardians and the Court of Protection works as if applications to the court do have to be made it is crucial to minimise delays in obtaining approval for access to the

funds needed for the care fees.

Solla members are experienced with working with other professional advisers such as solicitors to ensure this is resolved as quickly as possible and prevent unnecessary delay which may result in case flows problems for all involved.

A matter of concern for everyone is the situation where the money might run out to cover the costs of care in the home of their choice. Solla members can often show potential residents that there are often ways to make the most of their money and therefore to finance the level of care funding that means they can afford the home of their choice for as long as it is needed.

This provides security and peace of mind for both the resident and the care home provider. Importantly they can provide your potential clients [or existing clients] with reassurance around their funding contribution and answer the questions that are frequently raised such as:

- Will I have to sell my home to pay for care?
- What is a deferred payment agreement and am I eligible?
- Will I get any contribution from the NHS?
- Are there any benefits I am entitled to and not claiming?
- How will my spouse's income and assets be assessed toward my care costs?

The need for a healthy and sustainable care home sector has been highlighted in the pandemic which has exacerbated a huge number of challenges already present in the sector. To be able to adapt and thrive in the future there needs to be a robust self-funding market to underpin financial viability given the uncertainties around local authority fee levels.

Working in collaboration with the Society of Later Life Advisers [Solla] will ensure that your self funders have access to the trusted, specialist financial advice that will help them to be confident around the financial aspects of their care decision.

Tish Hanifan, Founder and Joint Chair, Society of Later Life Advisers



The Yoakley Ladies Return: As Lockdown Eases

National Care Association member Yoakley Care have, during lockdown, produced videos in the form of public information films featuring their wonderful residents.

These videos are available to view on their website, take a look
yoakleycare.co.uk/the-yoakley-ladies-return-as-lockdown-eases
yoakleycare.co.uk/a-special-covid19-message-from-yoakley-house





Financial advice for older people and their families

The Society of Later Life Advisers (SOLLA) helps older people and their families find trusted accredited financial advisers who both understand financial needs in later life and can help them to make the best of their financial resources

Why use a SOLLA adviser?

You can be confident in the advice your clients will receive because all of our members:

- ✿ Are specialists in advising older people on financial matters
- ✿ Have been awarded the Later Life Adviser Accreditation which is independently audited and endorsed by the Government Body, the Financial Skills Partnership, and is recognised as the Gold Standard in financial advice for later life planning
- ✿ Follow a strict code of conduct

Members can advise on:

- ✿ Pension income options
- ✿ Funding for residential care
- ✿ Funding for domiciliary care
- ✿ Equity release
- ✿ Savings and investments
- ✿ Taxation and Estate Planning

0333 2020 454
www.societyoflaterlifeadvisers.co.uk



Campaigning for Care Providers

National Care Association liaise with national Government at a political and departmental level; Local Government and key stakeholder groups including the NHS and CQC. We also ensure your voices are heard by raising the views of social care providers on the major media networks.

Here is just a snippet of what we've been doing this year....

We were delighted to announce back in April that our campaign to remove VAT from PPE for care homes had been successful!

Call to remove VAT from social care essential items: April 2020

National Care Association is becoming increasingly concerned about the fragility of the social care sector as providers struggle to support some of the most vulnerable members of our society. In an effort to keep the people we care for safe and well we are reliant on the incredible dedication and commitment of our workforce.

We welcome the recent focus on the challenges faced by the sector with access to PPE being one of the most frequently raised issue. We are therefore, today calling on the Chancellor of the Exchequer to make additional provisions available for Social Care. The financial packages announced thus far will do little to support the financial stability of the sector which needs to remain sustainable and fit for the future. National Care Association is now calling for immediate support for care providers to ensure they can continue to deliver the care needed.



Nadra Ahmed OBE, Executive Chairman of National Care Association said:

"The Treasury must remove VAT from all essential items used in social care services immediately, which includes PPE: it should be noted that he did this very early on for the NHS. This is equipment which is being sold at inflated prices to care providers who have no choice but to pay over 400% more for items when they can get them; clearly the financial impact of the spend on these items will affect cashflow for providers. This is an unsustainable position to put providers in and can be remedied today

should the Chancellor will it. Additionally, the Chancellor must consider removing VAT on the sector completely. We can see from the response by the sector to this pandemic that we are an essential service for some of the frailest and most vulnerable members of our society so taxing us for a public service is not acceptable.

We have to keep our amazing staff and the people we care for safe and well and in order to this we must have parity with colleagues doing the same job."



Indemnity Insurance: July 2020

We were becoming increasingly concerned about Indemnity Insurance issues for care providers in light of the pandemic.

Our Chairman raised this with the Secretary of State, Matt Hancock MP in the summer and was contacted by his office for further information about the challenges our members face.

The government wrote the law that requires being covered by insurance as a legal requirement for registration, and trading without registration is illegal. The change to impose the right to visit residents will have implications for the cover providers of that insurance, which should be investigated before any announcements are made. The alternative could close the majority of care homes. Apart from the aforementioned legal requirements, who wants to keep their doors open to potentially face legal action regarding the death of residents without their insurers behind them.

- 68% of those renewing their insurance over the past 12 months had an increase in their premium
- 92% of those renewing their insurance over the past 12 months did NOT have Covid included in the insurance
- 68% of those renewing their insurance over the past 12 months were able to keep the same insurer

Covid Care Home Crisis - What Now? August 2020

The care home industry is facing an "uncertain future" with almost double the number of beds standing empty than at the same point last year, a survey has found as part of a 5 News special programme Covid Care Home Crisis - What Now?

(Wednesday 5th August).

The 5 News/National Care Association survey of 256 care home providers, found that there were 2,404 empty beds in June from a potential 9,735. At the same time last year there were 1,281 care home beds standing empty.

Overall, the average occupancy rate for the homes was 81% this June, down from 92% in June last year.

The National Care Association says the coronavirus has put a dent in the finances of many care homes and put yet more pressure on a sector which it says has been underfunded for years.

NCA Chairman, Nadra Ahmed said "We know that the impact of Covid 19 has had a devastating impact on the financial viability of care services.

"Without recognising and addressing this we will be facing the prospect of failing the most vulnerable citizens in our communities as providers feel that they can no longer sustain their businesses.

"Providers have been delivering care services despite the funding challenges for over a decade at least, any resilience they had in their businesses has been eroded by this virus and many now face an uncertain future.

"The government response to calls for support was late and inadequate, they must now redeem themselves by responding to the call for urgent support to halt provider failure across the country as the sector faces rising debt and low occupancy."

At one care home run by Croft Care Group, half of the beds are now standing empty.

James Creegan, Director of Care at the groups said "Being brutally honest if things didn't improve then we would need to look at the future of the care home and whether it is financially viable going forward.

"Currently we have 34 people living here, it is their home and if we had to make a decision to close I know I would be pretty devastated."

The Tregwilym Lodge Nursing and Residential Home in Rogerstone, Newport lost 21 residents to Covid-19. The first died on the day the UK went into lockdown.



Manager Karen Healey said the past few months have been extremely challenging but the home has now been covid free for 28 days. "We're now down to 50 residents in the home, which means we have 24 vacancies and with a loss per week of around £24,000. This is clearly hugely impacting the business," she said.

She said changing guidance and a lack of community testing is causing her concern for the future, particularly the winter months.

Karen added, "We're not alone, as in any other care sector where they've had a lot of deaths. I am unaware of the plans on what's going to happen if we should hit a second wave."

"There's been no engagement in respect of whether we're going to have extra staff, whether we've got enough PPE in the system, the flu jabs in respect of our staff and everyone making sure we're covered."

A Department of Health and Social Care spokesperson said: "Throughout the pandemic we have been working closely with the sector and public health experts to put in place guidance and support for adult social care including testing all residents and staff, funding a care home support package worth £600m and making a further £3.7bn available to councils to address pressures caused by the pandemic."

"We are doing everything we can to support the social care sector and will bring forward a plan that puts social care on a sustainable footing to ensure the reforms will last long into the future."

The Local Government Association says the pandemic has acted as a catalyst in exposing problems many homes have been facing for years and that social care deserves parity of esteem with the NHS.

Cllr Paulette Hamilton, vice-chair of the LGA's Community Wellbeing Board, said "The pandemic has absolutely brought it to a knife edge because we were having problems in the sector to start with. Covid-19 has just really highlighted the issues that have been within the sector all the way along."

"We want to work with the Government to ensure that going forward, adult social care gets the care and the attention that it needs."

5 News will be running a special programme Covid Care Home Crisis - What Now? on Wednesday 5th August at 6.30pm on Channel 5

The programme will feature care home providers from across the UK highlighting the challenges care homes are under, the financial viability of the sector and the emotional strain Covid-19 has placed on the social care sector as a whole.

SURVEY RESULTS

Source: 5 News/National Care Association

In total we had full responses from 256 care home providers
At full capacity these homes have a maximum occupancy of 9,735 beds

In June 2020, they had 2,404 empty beds
In June 2019, they had 1,281 empty beds
This shows the number of empty beds has almost doubled (87%)

Total average occupancy for June 2020 = 81%
Total average occupancy for June 2019 = 92%
This shows an 11% drop in occupancy

Of the 256 responses to our survey
In June 2020:
15 care homes were operating at 50% occupancy and below
61 homes were operating between 50%-75%
62 homes were operating between 75%-85%
118 homes were operating at 85% or higher

Covid-19 Testing for Care Services: April 2020

National Care Association has welcomed yesterday's announcements by Matt Hancock MP Secretary of State for Health and Social care with optimism but an air of caution.

As the most established representative organisation for small to medium sized care providers we are acutely aware of the impact this pandemic is already having on an already fragile sector.

Nadra Ahmed OBE, Executive Chairman said:

"We have lobbied hard for the past six weeks to get Covid-19 testing into our services to avoid unnecessary anxiety and stress for residents and staff, following announcements highlighting that our residents were in the highest risk category."

Care Providers have had to manage unprecedented situations in their services with little or no support in many cases, from national or local, government. Guidelines have been poorly communicated in many cases and have often added to the fear which already existed.



The primary aim of care providers has always been to protect the people we care for and those who support them, our amazing workforce. Sadly, the lack of testing and the issues of access to PPE has made it challenging and exhausting for care services as the virus began to emerge.

We now must be sure that the testing promised is readily and easily available for the residents and staff working in social care – there is no room for complacency or excuses.

Providers continue to struggle with sufficient access to PPE to meet the needs of care providers across the country and we have repeatedly called on Government to address this as a matter of urgency. Additionally, there is an urgency for the Ministers to explain why SME social care providers have to continue to pay VAT on essential supplies such as PPE whilst our colleagues in the NHS can claim this tax back. We must insist that Social Care is treated with parity."

Ms Ahmed went on to consider the funding issues which are impacting on the social care sector:

"The impact of this pandemic is far reaching and we are disappointed to have to point out that many Local Authorities across the country have done very little to support providers in their area. We are learning daily of Local Authorities who have not even communicated the annual fee uplift for providers let alone how they will be using the £1.6 billion announced by the Chancellor to support those caring for some of the most vulnerable citizens of society. If everyone else understand the challenges why can't they?"



Covid-19: Care Provider Impact Study

"Covid has exposed that financially homes have been underfunded for years."

"We spent 1000s of pounds buying our own PPE. Not sure how this [funding] was calculated. Currently no communication from the local authority of any more funding/fee uplift."

"The future looks less certain. It feels as if there could be a prejudice against and fear of care homes."

"Recruitment is tough, we are continuously losing staff to easy availability of welfare benefit as they save not paying council tax and earn enough money for their living, repair and maintenance of their house."

"Spending a lot more on PPE than we used to and paying staff to isolate, budgets at breaking point when we have had minimal uplifts for several years."

"we received a one off payment of £800. felt this was an insult as it would not have covered a weekly expense for an agency carer."

October 2020

Almost **30% of providers have not received funding** from the additional Covid-19 monies made available to LA's to support services

"Not enough government support. Even small shops get more financial help than care homes."



More positively **86%** of providers have received funding from the Infection Control Fund

96%

96% of providers say they are able to readily source PPE and **74%** have successfully used the PPE portal



Infections down
13% since April



Only **7%** of those surveyed had Covid-19 in their care service, down 13% since April.

93% of care services do not currently have Covid-19 in their care services

"Making sure I do the right thing for my residents and staff."



98% of care services are managing to get regular testing although **38%** of services were unable to get testing for symptomatic staff / residents

38%

67%

"Doing a hospital job of £2500 per week being paid £500. This will mean ruin long term!"

of providers are concerned about business sustainability in the current climate



Providers' major concerns

The mental health of staff and residents, staffing shortages, keeping the service Covid free, business sustainability, funding, insurance.....

To be able to continue protecting service users from COVID and to protect staff from being infected Supporting the staff to continue to carry on their amazing work when we are all emotionally drained from the frustrations of changing guidelines and inadequate systems put in place by the government.

Recruitment is tough, we are continuously losing staff to easy availability welfare benefit as they staff save not paying council tax and earn enough money for their living, repair and maintenance of their house.

[The infection Control Fund] has not covered additional infection control costs.

Our residential care is being tested intermittently, but no one in our supported living services can access testing.

[The] future of residential care home is in the air.

No guidance or insurance of care homes regarding visiting from relatives

Inability to accept visitors for prolonged period of time impact of this on the health and mental wellbeing of the residents.



PRESS RELEASE: Covid-19 Care Provider Impact Study, October 2020

National Care Association want to pay tribute to those working in adult social care supporting some of the most vulnerable members of our society. Having lived through unprecedented challenges, they now face the prospect of a second wave in addition to the usual challenges that winter brings.

Our survey indicates that despite levels of improvement in access to critical items like PPE, 67% of providers remain concerned about their ability to continue to operate. The fact that 93% of respondents have indicated that they do not have Covid-19 in their services is a testament to the lessons learnt by providers over the past 6 months.

Testing and Funding remain causes of concerns and clearly the staffing shortages will create substantial pressure on providers if the time lapses in test results continue to be inconsistent. Providers have put funding, testing, insurance and the wellbeing of their staff in their top six major concerns. It should be further noted that providers are increasingly concerned they face challenges on getting cover within their insurances for Covid.

Nara Ahmed OBE, Executive Chairman of National Care Association said:

"The sector remains in a fragile state with very little recognition or support. Short term offers of funding will only act as a sticking plaster on a very deep and infected wound which has received little or no attention in decades. It seems surreal that, despite strong evidence and hard facts, our sector continues to be minimised, ignored and marginalised despite the fact that we contribute over £40 billion to the economy, employ 1.5 million people and have more beds than the NHS! Clearly, the government are not listening and the Social Care voice is being treated with little or no respect.

It should be noted that we have saved many lives in our services and continue to battle to keep our service users safe despite the challenges we face. This pandemic has exposed the neglect our sector has faced in the absence of a voice in Cabinet fighting for us. We believe it is time that Social Care had its own champion, in a Secretary of State for Care, to ensure that we have parity with the voice of our colleagues in the NHS. We want to be robust and sustainable so we can ensure that we can keep the NHS safe by enabling them to support those who have acute care needs whilst we take care of people who have been safely discharged into Social Care. Only then can we develop the world class services we need to fight global threats like this pandemic whilst building strong domestic pathways for our citizens."

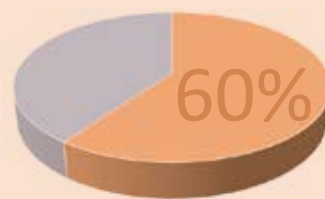
June 2020

Where has all the money gone?

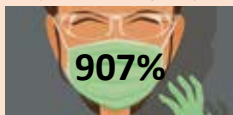
There appears to be have been no consist approach to dispersal of the **£3.2 billion** released to LA's to support the challenges of Covid 19 presented for providers. 66% had received **NO notification of additional funding support** from their LA at the time of the survey!

With notable exceptions the evidence indicates that LA's have failed to use the funds as expected by putting it on the frontline to support care services. There was a failure to comprehend the impact of their decisions.

Shockingly only 6% of responders had received notification of additional funding, from their LA, to meet the extra ordinary costs of Covid-19 since April.



Providers reported on average they have spent



more on stocks of PPE since the beginning of the pandemic (March 2020), which is up from 323% in April. Some reported additional costs of 6000% more than normal.

"[Our] average monthly spend before Covid-19 £50 a month, last 3 months we have spent £4000"

Providers noted substantial concerns about **increases in staffing costs, low occupancy levels and ever increasing costs** to combat Covid 19.

64% of provider reported they were concerned about the sustainability of their service.

Providers are now facing empty beds with few referrals, inadequate fees offered by LA's in many areas (as low as £430 pw which equates to £2.55ph for looking after elderly people with complex physical and mental health conditions). The impact on the viability of services indicates the potential of **10% of care services are at risk.** (Laing Buisson)



64%

"Very concerned we are not viable and at risk of closure."



Responses to the survey indicate 17% of responders reported Covid-19 in their services (down 3% since April) with on average 21% of their residents testing positive in April) Better access to PPE will have contributed to this and the fact that many providers decided not to take new admissions into their services.

83% of services reported NO current cases of Covid-19



Infections down 3% since April

Providers felt strongly about being neglected throughout the pandemic

"We received a one off payment of £800. Felt this was an insult as it would not have covered a weekly expense for an agency carer. We've spent thousands of pounds buying our own PPE. Not sure how this was calculated. Currently **no communication from the local authority** of any more funding / fee uplift."

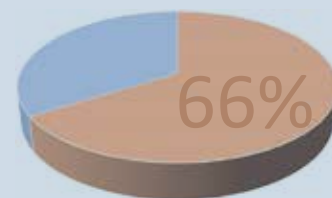
"Funding MUST BE REMOVED FROM THE LOCAL AUTHORITIES. An investigation must take place URGENTLY into the handling of the additional funding given by central Government and the criteria for distribution."

April 2020

One of the main concerns raised is a **failure of LA's to offer any annual uplift in funding for 2020/21** and how they will be supporting providers in relation to the **additional monies** they have received from Central Government to support the sector.

There appears to be **no consistency** in the application of the guidelines and way LA's are managing the money to support providers. During a pandemic it is **unacceptable** that many LA's have failed to support care providers leaving vulnerable people at the mercy of a **postcode lottery**.

Two thirds of responders had not received notification of additional funding, from their LA, to meet the extra ordinary costs of Covid-19. Where has all the money gone?



Providers reported on average they have spent

323%

more on stocks of PPE since the beginning of the pandemic, some reported spending over **3000%** more than normal. PPE suppliers continue to profiteer by increasing costs of essential items such as masks, gloves and aprons, due to demand.

There are substantial concerns about increases in staffing costs, PPE and the significant stress and anxiety suffered by staff and residents.

74% of provider reported they were concerned about the sustainability of their service.

Providers are now facing empty beds not being filled, and inadequate fees offered by LA's in many areas—all impacting on the viability of services.



74%

**Running a social care
business isn't always easy**

**Sometimes things can
get in the way**

**We can help you
navigate these
difficulties**

**Together we can
protect your business**



NCA members receive 15% discount on fees

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www.nationalcareassociation.org.uk

The CQC's Transitional Monitoring Approach - one month on

The CQC has been operating under its Transitional Monitoring Approach ("TMA") since early October 2020. Building on the Government's Winter Plan, and the CQC's Emergency Support Framework, the TMA is designed to enable the CQC to focus its activities where it is most needed during the ongoing Covid-19 pandemic but is also a nod to how it wishes to conduct itself moving forward. Their approach is now one largely dictated by risk and concerns, based on increased "intelligence" gathering, with a new focus on Infection Prevention and Control ("IPC").

A month in and how are things looking? Well, we knew the CQC's response to the pandemic signalled a significant shift in approach and sadly, we are seeing this manifest itself in a more heavy-handed CQC in practice.

So what's changed?

This new approach is certainly filtering through into inspection, rating, and enforcement activity.

- **Inspections no longer "look for good".** Inspections are carried out where the CQC has "intelligence" that there are concerns. They are entering services with a totally different mind-set that before. Inspectors appear to be taking a more closed-minded approach and a tenuous approach to verifying "intelligence". On top of this, they are regularly taking issue with services' current IPC arrangements.
- **There is a more proactive approach at provider level.** "Intelligence" gathered at one service is being used as a reason to scrutinise (and often identify alleged regulatory breaches in) others. Multi-service providers are finding themselves under significant scrutiny, even in services where there is no indication of historical (or current) concerns. It seems the CQC are using "Provider-level concerns" to take easy swipes at services which otherwise would not attract attention.
- **Inspection reports are becoming a nasty surprise.** The CQC are getting better at giving constructive feedback in some cases but many providers are telling us they are given very positive feedback only to be shocked when a derogatory draft report appears in their inbox days later.
- **Ratings are rarely reflective.** Love them or hate it, the ratings system is at least simple and, in theory, gives some predictability on inspection frequency and credibility to

ratings. Under the TMA this falls away. Good services could become "concerning" at any time. Focused and targeted inspections mean that ratings are often not changed from many years previously. Services who have improved, can't necessarily get the rating to demonstrate that and the current ratings are of little use to the public.

- **Enforcement activity** is increasing, and often shortly follows an inspection. We are seeing a worrying increase in threats or proposals of "urgent" enforcement action or more serious enforcement, sometimes requiring a detailed response within a matter of days. Providers should be concerned by this. Even lower level enforcement, such as warning notices and fixed penalty notices - or even regulatory breaches which do not lead to enforcement - can cause reputational harm and a shift in how the CQC's approach to the service in future.
- **Activity based on whistleblowing is increasing.** This may indicate there is just more willingness to report bad practice but we are seeing a move towards enforcement based largely on whistleblowing allegations, often with extremely limited other "intelligence" gathered (or at least shown to the provider) to verify allegations.

So things seem to be getting worse. What can providers do?

We must accept that the CQC, like everyone else, are having to adapt in response to Covid-19 and they will not always get it right. However, the legal framework has not changed. Providers can still hold the CQC to account when it gets it wrong, or tries and act outside the law, and can still influence how the CQC operate in practice under the TMA and beyond.

Members certainly have a good advocate for positive change in the NCA, but providers should not assume that they cannot take steps to effect change themselves. If the CQC are not held to account by providers during the TMA phase (and beyond), we may find that this heavy-handed and rather uncertain approach becomes the norm in future CQC activity.

Providers should not be afraid to stand their ground and show the CQC what they are doing well. Where the CQC is falling short or being unreasonably heavy handed, providers can - and should - put forward their position. This does not (always) have to be confrontational. Robust and credible responses to poor, inaccurate



or unreasonably critical inspection reports or threats of enforcement can often, for example, nip things in the bud. If not, such inaccurate information becomes the accepted truth and forms part of your compliance history and will be brought up at a later date, if required. Complaints can - and should - be made where there is grounds to do so.

Engagement with the CQC as the new 2021 strategy develops is also likely to benefit Providers in the longer term. A positive working relationship with the regulator is likely to foster trust and confidence on both sides and lead to better transparency in the CQC's approach (presupposing the CQC is capable of having grown-up relationships with providers). Providers will have the opportunity to have a say in the future strategy, and should seize it.

There is always balance to be had of course. Given that the TMA is so reliant on CQC "intelligence", providers should always be careful what "intelligence" they choose to give the CQC, at least until such time as we have a better idea what the CQC is actually doing with it. If NCA members need help dealing with regulatory matters, Ridouts can assist. We offer a free 20 minute consultation to NCA members on our helpline (0207 317 0356) and a call back service via our website.

Related article links:

- <https://www.ridout-law.com/ridout-report-cqcs-transitional-monitoring-approach/>
- <https://www.ridout-law.com/the-covid-19-winter-plan-headlines-for-the-adult-social-care-sector/>
- <https://www.ridout-law.com/cqcs-emergency-support-framework-not-all-its-cracked-up-to-be/>
- <https://www.ridout-law.com/winter-is-coming-will-it-bring-increased-cqc-enforcement-action/>
- <https://www.ridout-law.com/ridout-report-cqc-letters-of-intent-a-precursor-to-urgent-action-dont-miss-the-opportunity-to-stop-it-escalating/>
- <https://cqc.citizenlab.co/en-GB/folders/smarter-regulation>
- <https://www.ridout-law.com/contact/>

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For the latest members' events, sponsor and supplier events and industry wide events

WWW.NATIONALCAREASSOCIATION.ORG.UK/NEWS-EVENTS

info@nationalcareassociation.org.uk



Partnerships in a pandemic: adapting to new ways of working

Exceptional food and nutrition remained a key priority throughout the year amidst homes looking to continue to offer a great dining experience to their residents. However, what has changed is the way in which we work with our partners. Resident safety has been of utmost priority and so we quickly adopted new ways of working to ensure homes have the maximum protection.

Keeping residents and staff safe

For our existing partners, this meant immediately changing our delivery process to 'no contact' deliveries, arranging delivery to a set timeline and ensuring that goods could be delivered to an agreed location and taken in by staff working at the care home, in a way that is safe and does not impact on residents.

It has also meant that the normal ways of working in offering the great service and added value that apetito is renowned for, where our teams would normally be going into a care home for regular meetings across elements such as 'menu-planning', product tastings, and training, has clearly not been able to take place.

Everyone has to 'do things differently' now and for us, it is enormously important that our customers can trust us to keep them safe. As a result, we have implemented several new ways of working which has enabled service levels to be maintained and allowed us to effectively transition new customers over to apetito within a matter of days.

In June, we launched 'the appetiser', our innovative mobile presentation suite which has been specially developed and fitted out to offer care homes the opportunity to enjoy socially distanced presentations and food tastings. The appetiser means we can visit care homes who would like to discuss their catering requirements in a socially distanced environment without having to enter the home itself. Using the appetiser's built-in kitchen, homes can experience



apetito's mobile presentation suite, the appetiser, (which allows for safe, socially distanced sampling of its meals), is travelling round the UK to care homes - to book a visit to your care home or to find out more details on apetito's Culinary Inspirations range; check out

<https://www.apetito.co.uk/trust-us/>

or contact 01225 569403.

and taste the meals first-hand that apetito creates.

Training and Support

At apetito, our services go beyond delivering quality meals, priding ourselves on enhancing the dining experience offered to residents. This is achieved through offering a dining environment review and working with the home to create personalised menus and restaurant design. apetito is also a firm believer that every resident deserves to be well nourished and dine with dignity and so apetito offers a range of free training sessions to catering teams, such as plate presentation.

For residents with more complex dietary needs, IDDSI training and advice can also be provided to staff caring for those living with dysphagia, offering that extra reassurance that all residents receive a nourishing meal safely.

As we were unable to visit care homes to offer this training in person, we set up a series of webinars open to both customers and non-customers, offering training on topics such as Plate Presentation, Dining Experience and IDDSI and Dysphagia.

We have also worked closely with homes to offer pre-launch information days, tastings and even providing catering teams with all the necessary training to launch apetito meals into care homes remotely. This was facilitated by a dedicated account manager, who would deliver all the required equipment to the home and then train a small group of staff, via video call, to become apetito champions, who will then train the wider team.

Updating the menu – introducing Culinary Inspirations

Everything we do here at apetito seeks to enhance and deliver an exceptional dining experience for care home residents. For the majority of homes, visitors have been asked to stay away since lockdown measures were announced to ensure the safety of residents and staff, and food has taken on an even more important role, being one of life's simple pleasures that residents can look forward to, and enjoy.

Plus, we know how important it is to our care home partners to be able to offer choice and innovation alongside helping residents who have more specialist dietary needs, such as those living with dysphagia.

Culinary Inspirations saw us add nearly 50 new dishes to our range, including an innovative range of main meals, new additions to our award-winning Texture Modified range, a host of delicious new plant-based dishes, and an authentic new pasta range that comes packed with flavour and delicious sauces.

For the first of these dishes, we reached out to five top chefs across the South West (whose businesses had been adversely impacted by the Coronavirus), to partner its in-house team in the creation of this very special range.

As a leading supplier of meals to the care sector, apetito works in partnership with care homes to serve great tasting, nutritious food whilst delivering real cost savings, supporting the best dining experience and meeting diverse dietary needs.

Through a dedicated support team, apetito can offer care homes fast and safe mobilisation and a bespoke service tailored to individual care home challenges.



Neil Hargreaves, apetito Divisional Manager – Care Homes



Trust apetito with your resident catering



As the leading food provider to the care sector, we have over 200 delicious dishes to choose from. By partnering with apetito you can trust us to deliver exceptional food and nutrition, provide your residents with a great dining experience and to save you money.



www.apetito.co.uk

Family Module

The connection between loved ones and service users has always been important but with the COVID-19 pandemic and restrictions on visitations, family interaction with loved ones is at an all-time low. We mustn't let loneliness and isolation impact on the health of people in our care.

Age UK conducted a study on social isolation in care homes, specifically amongst elderly service users. The organisation found that nearly 1 million older people felt "they were always or often lonely". This will only have gotten worse, with visiting restrictions in place for residential care services across the country.

We, like many Care Managers and Carers, were worried about the impact that lack of connection would have on service users.

This is why we got to work on creating the latest part of our free care software the Family Module, which gives access to loved ones' care logs through a simple smartphone app.

"Lockdown accelerated the need for a Family App like ours to help keep relatives and people receiving care connected, wherever they may be and whatever the travel restrictions," said Log

my Care Founder, Sam Hussain. "We are firm believers in promoting transparency in care and wanted to give relatives peace of mind from afar and to keep them involved in their loved ones' lives. With this release, we are also empowering care services to demonstrate the amazing support they provide and giving them another tool to help towards an Outstanding rating."

The Family App allows loved ones to connect with service users throughout the pandemic by accessing care notes and logs created by Carers. Like the rest of our free care planning software, we've made sure that the Family App is easy to use. Carers continue to use the Care App like before but switch on certain logs so that family members can view what their loved one has eaten for the day, what medication they've received and what activities they've participated in.

Families can download the app to their smartphones and access care notes about their loved ones, rather than having to email or telephone in every time they want an update. It helps lower the customer service requirements on key staff and improves the transparency of care delivery.

Care Managers will have less admin to complete and families will have peace of mind that their loved one is being looked after. A real win-win in our book!

All of our software is GDPR compliant and in-line with NHS standards but we know that there may be certain aspects of care that might not be so family-friendly – like for instance how many times your mum has been to the loo today! That's why Care Managers can select which Care logs and notes are visible to family members.

If you'd like to learn more about how your Care Service can access the Family App, or how you can get set up on our free software visit Log My Care get started.

Related article links

- www.ageuk.org.uk/documents/EN-GB/For-professionals/Research/Age%20UK%20Evidence%20Review%20on%20Loneliness%20July%202014.pdf
- <https://logmycare.co.uk/pricing/family/>
- <https://logmycare.co.uk/pricing/core/>
- <https://logmycare.co.uk/gdpr>
- <https://logmycare.co.uk/get-started/>



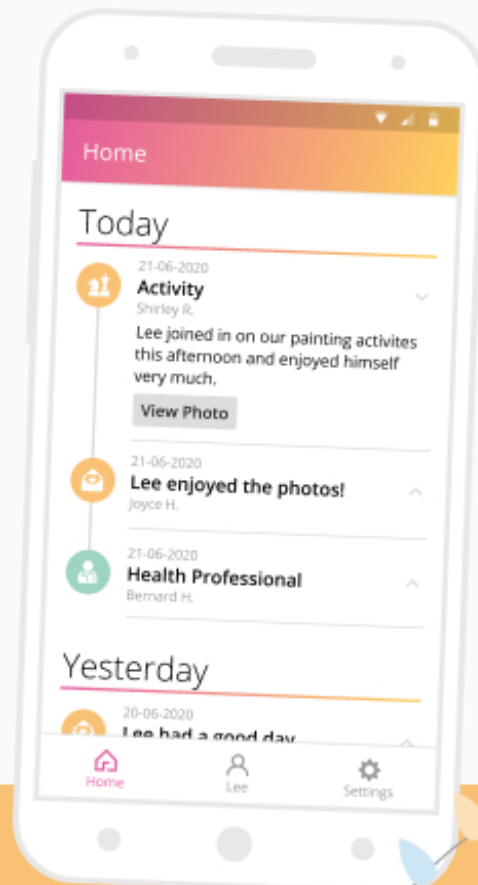
Keep families connected in time for the holidays

Lockdowns and national restrictions have made contact between clients and their loved ones more difficult than ever before. Log my Care has launched their new Family Module to help.

- ★ Families see a timeline of client care notes from within a secure app, you have control over what information is shared
- ★ One-click invitations mean everyone who needs access can have it
- ★ Reduces admin and calls, saving your Care team's time
- ★ Helps you demonstrate your 'Outstanding' care

What are you waiting for? Connect for free today!

Connect now → LogmyCare.co.uk/Family





COVID-19 has brought a new way of life for us all, but was undoubtedly not smooth-sailing from the onset.

Gold Care Homes adopted a pro-active approach and deemed the virus outbreak threatening to the operations of the organisation and the well-being of the staff and residents. We, therefore, implemented a company lockdown weeks before the national lockdown in March 2020, that aligned with the government guidelines. As an organisation we ensured all team members, from our support office to our front-line carers, worked within the new safety standard procedures and adhered to our COVID-19 Standard Operating Procedures. Remaining transparent and proactive, Gold Care Homes vocalised a number of communications for staff to ensure both support office and front-line staff utilised all personal protective equipment (PPE) provided and follow the advised COVID-19 guidelines to ensure the safety of themselves and residents. From social media posts and weekly posts on the company website to letters and guidelines being sent to all staff – Gold Care Homes

Noting both the physical and emotional impact of the virus on the community, our teams worked to secure a surplus of PPE for every home and sought to boost morale with appreciation videos, tokens of appreciation for our staff members who were working during the lockdown period. This compassion lies at the heart of Gold Care Homes and runs into all of our values and actions. In addition, technological advancements aided our ability to effectively innovate and adapt due to the acquisition of company tablets that allow Gold Care Homes to minimise the emotional impact the pandemic had on our residents. Tablets allow for virtual calls, ensuring residents could maintain relationships with their friends and family; as well as virtual consultations with health professionals to protect the physical

wellbeing of residents in our care. Maintaining residents' comfort is a fundamental aspect of our operations as we aim to create a 'home away from home' feeling at all our care homes.

Gold Care Homes are fully aware of the impact the pandemic has had on all the residents. National statistics indicate, across care homes that reported at least one confirmed case of COVID, 20% of residents were tested positive. As a result, the mental well-being of residents was prone to deteriorate over time. We placed all efforts in maintaining the care standards for all residents within this uncertain time. Internal support networks alongside aid from our wider community allowed for the manifestation of ideas and donations in the launch of a summer garden competition. The garden competition allowed for new ways for the residents to stay active and get fresh air.

With hospitals under extreme pressure with the rising number of cases, Gold Care Homes took action to support the NHS and offer beds to the local hospitals. Undergoing thorough testing and cleaning regimes, we were able to support our national health service by welcoming those requiring short stays of respite and lengthier periods of care. Our local communities who support us year-in, year-out continued to show their support in an array of ways – from donations of masks and sweet treats to heartfelt messages. A number of our homes were honoured with 'Clap for Carers' being dedicated to them and posts of support to drive motivation through the difficult time period. Continuing to keep our residents safe and happy, whilst ensuring we uphold our promise to provide excellent care was unquestionable for our teams. Nonetheless, our homes reached out to support their communities where possible and offered hot meals to those who were unable to visit the shops. Our residents thrived in the opportunity to become pen pals with members of the

community, as well as between our sister-homes.

We approach 2021 with hope – to be able to open our doors to the public and invite our friends and families back into our homes. Care is an industry driven by passion and a desire to create a positive difference, be it in society or to an individual, and that is the ethos we will continue to drive next year. Offering exceptional care and a safe home filled with joy, happiness and fulfilment – we approach 2021 with the same values as every year. Gold Care Homes will be continuing to boost our technological innovations with further investments into electronic care plans and resources to improve the lives of our residents and support the commitment of our teams. Enhancements in training and career development opportunities continue to develop and are expanding our career pathways – encompassing apprenticeships and opportunities to work within differing departments of our Gold Care Family.

Ravi Gidar, CEO, commented: "the cognitive stimulation for our residents has been unwavering throughout the COVID-19 pandemic, thanks to the efforts of our dedicated staff. We are incredibly grateful to Plant Heritage who supported our competition and gifted the winner's lovely prizes. It has been wonderful watching our Gold Care family immerse themselves into this opportunity and create beautiful, user-friendly gardens for all residents to use".

COVID-19 has had an unprecedented impact on the care industry and all those that work within it. However, our mission remains unchanged as we strive to enhance the lives of all residents within our care homes by bringing them joy, happiness, and fulfilment. Our drive is fuelled by our intrinsic passion to care.



Where can you turn to for help or advice?

Our heads are spinning....

- Unimaginable loss of life
- Unprecedented changes across the country, and the world, over the last year
- The constant feed of information and news about coronavirus
- Continually updated guidance, advice and best practice
- Sourcing of PPE and managing IPC
- Social distancing, self-isolation, testing, visiting, lockdowns, local tiers.....
- Doing the right thing, for those we care for, our staff, our businesses, our families and for ourselves

Where can we turn to for the most up to date and concise advice?

We are here to support you, our members, during these unprecedented times.

Our priority is to provide you with the most up to date guidance and advice which we will email to you as soon as it's available through our 'Members Updates'. We also produce a monthly round-up email of this information.

If you have questions or need advice for your care service you can contact us directly for specific assistance. Our team are here for you and can offer you help and advice from our board as well as our partners.

You can also follow National Care Association on our Social Media pages (listed at the front of our newsletter) where you will find an updated stream of news, information and guidance. You can also visit our website.

www.nationalcareassociation.org.uk

National Care Association works as part of The Care Provider Alliance (CPA) that brings together the 10 main national associations which represent independent and voluntary adult social care providers in England. Together we work to represent the sector and ensure a coordinated

response to the major issues that affect it. On their website you will find information on:

- Coronavirus: We are working with CPA members, central and local government to lobby for the crucial support care providers and their staff need.
- Business continuity: We are developing a range of guidance to support business continuity.
- EU Settlement Scheme: We are developing guidance to help care providers to inform their staff and service users about the Scheme and how to apply.

www.careprovideralliance.org.uk

Through both the National Care Association and Care Provider Alliance websites you will find a wealth of information and links to the latest guidance, in particular those relating to the latest Coronavirus updates including:

- Business and finance
- Communication
- Coronavirus guidance for care providers
- Infection and prevention control
- Mental health and wellbeing
- Regulation and legislation
- Social distancing and self-isolation
- Suppliers: PPE and food
- Support to care providers
- Symptoms, testing and care
- Workforce



"Thank you for continuing to fight our corner, it's an ongoing battle and we most certainly would be alone without your support"

"Thank you for the Webinar, I found it extremely helpful and reassuring."

NCA's webinars to date have seen members have their questions answered by our board and guest speakers on; LA funding, verifying deaths, CQC Emergency Support Framework, insurance, capacity tracker, referrals, NHS mail, admissions, sourcing PPE, PPE costs and VAT, Covid-19 testing, visitors, staffing... and much much more. Keep an eye on our website and in our newsletters for any upcoming webinars.

"Thank you for the support and advice from NCA at this time, it's invaluable!"

Many of our sponsors and suppliers have also been running free webinars to help keep you and your staff up to date. Details of these can be found on our website and in our monthly newsletter. Did you know, if you register for a webinar but cannot attend on the day you can often still view the recordings at a time that suits you.

Skills for Care run registered manager webinars supporting managers and their services and have been developed since the start of the pandemic. They cover a range of topics including; training, HR, recruitment, leading your service, wellbeing, technology and end of life.

They are delivered to a live audience and recorded for further viewing which you can watch on their website. They are 30-minutes long and some of the webinars are also supported with bite size resources.

- <https://www.skillsforcare.org.uk/Leadership-management/support-for-registered-managers/Registered-Manager-webinars.aspx>

National Care Association is here to support you. If you are unsure of where to turn, pick up the phone or drop us an email. You are not alone. Phone us on 01634 716615 or email: info@nationalcareassociation.org.uk

The National Care Association Board: supporting our members



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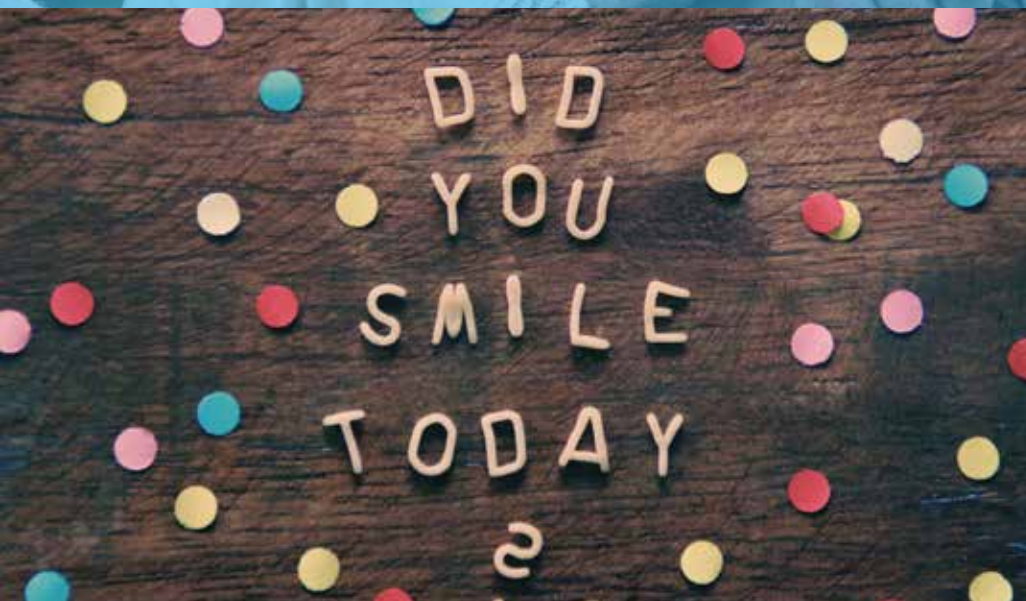
Raj Sehgal



Carol Smit



Mandy Thorn



Mental Wellbeing

We are all concerned about coronavirus, and it may affect our mental health or the mental health of our friends, family or employees, particularly those who may already suffer from anxiety, depression or other mental health problems.

There is a lot of useful sources of advice and information on managing your mental health:

- **Care Workforce APP**
www.gov.uk/government/news/dedicated-app-for-social-care-workers-launched
- **Skills for Care: Wellbeing for managers webinar**
www.skillsforcare.org.uk/Leadership-management/support-for-registered-managers/Registered-Manager-webinars.aspx#Teamwellbeing
- **Skills for Care: Leading for Wellbeing webinar**
www.skillsforcare.org.uk/Leadership-management/support-for-registered-managers/Registered-Manager-webinars.aspx#Teamwellbeing

- **Sleepio & Daylight Apps**
www.careprovideralliance.org.uk/press-release-care-providers-get-free-access-to-leading-mental-health-apps-for-insomnia-and-anxiety
- **British Psychological Society: Guidance, tips and webinars on the psychological impact of coronavirus and how to deal with it.**
www.bps.org.uk/responding-coronavirus
- **Public Health England: Every Mind Matters**
www.coronavirusresources.phe.gov.uk/now-more-than-ever-every-mind-matters/
- **Our Frontline: support for social care workers**
www.mentalhealthatwork.org.uk/toolkit/ourfrontline-socialcare/
- **Association of Mental Health Providers: Managing our Mental Health during COVID-19**
<https://amhp.org.uk/managing-our-mental-health-during-covid-19/>
- **Mental Health Foundation: Looking after your mental health during the Coronavirus outbreak**
<https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak>
- **MIND: Coronavirus and your wellbeing**
<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

- **Anxiety UK: Helpline and resources (03444775774)**
<https://www.anxietyuk.org.uk/coronanxiety-support-resources/>
- **Domestic Abuse #YouAreNotAlone**
www.gov.uk/government/news/home-secretary-announces-support-for-domestic-abuse-victims
- **Carers Wellbeing Guide: Turning Point**
www.turning-point.co.uk/carers-support
- **Health and Wellbeing Support for those in CARE**
www.people.nhs.uk/help/care-health-and-wellbeing-support/

Further information, and additional resources can be found on the Care Provider Alliance Website <https://careprovideralliance.org.uk/coronavirus-mental-wellbeing>

The government's plans to support people's wellbeing and mental health during the COVID-19 pandemic this winter.

- <https://www.gov.uk/government/publications/staying-mentally-well-winter-plan-2020-to-2021>

Key Care workforce points summarised below:

- We have worked with the NHS, Skills for Care, and other organisations to develop a package of practical support. This includes bespoke support for Registered Managers, who we recognise are facing particular challenges, such as series of webinars and a dedicated advice line.
- 'Our Frontline', a collaboration between Samaritans, Shout, Hospice UK and Mind, provides information, emotional support and access to a crisis text service for those working on the frontline, including in social care.
- Care staff can send a message with 'FRONTLINE' to 85258 to start a conversation. This service is free on all major mobile networks and is a direct support for those who may be struggling to cope and need help.
- Hospice UK has also extended its bereavement and trauma line to provide support to social care staff. This service offers a safe space for care workers to talk to a professional if they have experienced be
- We have introduced a new CARE-branded website and app, CARE Workforce, developed in partnership with the NHS, for the social care workforce, aimed at providing timely information and signposting to support, all in one place.

Talk to us

National Care Association operates with a small team of dedicated staff overseen by the volunteer Board of Directors who are elected from the membership. The Directors are based throughout the country and are passionate and committed to ensuring the highest quality of services through respect, recognition and support for the providers of these services. Members of the Board maintain close links with their local Associations, which means our national agenda with Government and the various Ministers and Departments are built upon at local grassroots levels.

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Eddie Coombes, Optima Healthcare Group
Sukhi Gidar, Gold Care Homes
John Gilliland
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Raj Sehgal, Armscare
Carol Smit, Trust Care & Focus Care Agency
Mandy Thorn MBE, Marches Care Ltd
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Marketing and Public Relations, Lisa Draper
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Cura launches new resource planner

Managing caregiver resources have never been so critical as they are now with restrictions brought about by Covid-19. Planning for the right people in the right places plays an even more crucial role in supporting the health and safety of service users.

Cura's Resource Planner is designed from the ground up, specifically with long term care homes in mind and to address the complex issues arising from Covid related challenges. Following the successful launch of an Invoicing system in August 2020 that is uniquely designed for long term care homes, Cura is now releasing its latest module 'Resource Planner' to better manage work schedules with greater flexibility.

This is Cura's answer to getting the most from limited resources within the social care sector. The module comprises a user-friendly interface, including "drag and drop" and alternative planning views - features that make scheduling so much easier – ensuring the right people are assigned the right tasks at the right time.

Here are just some of the benefits:

- Simplify Scheduling – Create rotas with a few clicks. You can add staff individually or in batches and register details such as skills,

job roles, employment type, location, leave entitlements and working hours.

- Up-to-Minute Information - Improve resource management allocation with more accurate data in real time. You can view who is assigned at a particular time and location, and get an instant access to staff's availability, time off, upcoming shifts and other tasks.
- Real time entry to clock in – allow managers to enter shift requirements to have a full understanding on unfilled/vacant shifts, to make sure you have all the required skills to carry out their duties.
- **Increase Efficiency-** Eliminate unproductive manual work with a simplified and highly configurable workflow process.
- **Reduce Operating and Labour cost – Avoid overstaffing due to scheduling conflicts, minimize risk of understaffing and fill empty shifts.**
- Minimal Training & Implementation Time- Requires minimum training and implementation effort with an attractive and easy-to-use interface.
- ...and a lot more!



Cura Systems are equipped with a rich set of tools and features and committed to bringing further innovations to benefit all involved in the provision of care.

Let us help you and your care team with the tools to help deliver the best possible care. Book a full on-line demonstration today on 020 3621 9111 or email at info@cura.systems.

Cura has taken another leap forward with the launch of new Billing System



- ✓ Support even the most complex invoicing situations
- ✓ Optimise workflow that gives flexibility to different invoicing situations
- ✓ Incorporates processes to highlight errors and omissions
- ✓ Sophisticated funding plans are all user-definable
- ✓ Innovative invoice query tool that provides analysis and reports
- ✓ ...and a lot more!

Ready to get started? Contact us now to book an on-line demo!

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PainChek releases report into prevalence of pain among people living with dementia

Pain and dementia share a complex relationship, and understanding this relationship is key to effective pain management. In the UK, around 70% of care home beds are occupied by residents living with a form of Alzheimer's or dementia. Of this group, 80% experience pain at any one time, with 50% experiencing persistent pain.

The self-reporting of pain is generally accepted as the best method for pain assessment, but this is not an accurate or reliable method when assessing pain for people living with a cognitive impairment such as dementia. To shed some light on this issue, PainChek has launched a new white paper: Pain & Dementia: common challenges for care managers.

In this report, PainChek discusses the importance of effectively managing pain for people living with dementia, highlights the common challenges care managers face on a daily basis in assessing pain, and explores how new assistive technology can help overcome these challenges.

What is PainChek®?

PainChek® was launched in the UK earlier this year to support care providers in effectively

and accurately assessing pain for people living with dementia and cognitive impairments. Its medical device, which comes in the form of a downloadable app, walks users through a comprehensive assessment process, combining traditional methods derived from tools such as the Abbey Pain Scale with innovative Artificial Intelligence (AI).

The PainChek® technology uses AI (facial detection and analysis technology) and smart automation to identify micro-facial expressions associated with pain, giving a voice to those who cannot articulate their pain. The face displays 9 different micro-facial expressions indicative of pain, identifying these manually is unviable due to the highly subjective assessment method. PainChek® vastly reduces this, ensuring care providers can carry out an assessment and quantify pain levels in under 3 minutes, which comes with huge time saving in comparison to manual paper-based assessments.

To learn more about the PainChek® app, or for more information, email: drew.hunt@painchek.com or visit the PainChek website: <https://painchek.com/uk/>



Pain & Dementia:
common challenges for care managers



Related article links:

- <https://painchek.com/pain-dementia-common-challenges-for-care-managers-uk/>

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Transforming pain management to improve quality of life for those living with dementia.

PainChek® accurately and safely assesses pain for vulnerable people living with dementia and cognitive impairment - people who cannot verbalise or self-report pain reliably.

PainChek® provides carers with accurate pain scores, therefore removing the subjectivity of assessing pain.

Find out more. Visit www.painchek.com/uk or call 0333 577 3397



Digital Social Care - where we are now

As we all know, 2020 has seen dramatic changes in how we work as care providers. One of the big changes, somewhat but not completely motivated by the Coronavirus pandemic, has been the way the sector is adopting and using technology.

We have seen a dramatic acceleration in the adoption of technology by care providers in recent years, with providers of all sizes utilizing assistive technology and the internet of things to change the way that care is provided and individuals are supported. We are now in a position where 30-40% of the sector are using electronic care management software and this is likely to increase over the coming months. The movement towards digital records can be seen nationally in statements from the Department of Health and Social Care and CQC. CQC have recently published their guide on "What Good Looks Like for Digital Records in Adult Social Care" and DHSC's Adult Social Care Covid-19 Winter Plan has a commitment to allowing social care providers access to parts of the GP record.

While NHS and government initiatives around access to NHSmail, improving WiFi connectivity and gifting iPads to care homes have all added to this change, I think it's important to point out that much of this digital innovation has been driven by care providers themselves. Many individual care homes and home care agencies have been quietly innovating to adapt to the "new normal" and to ensure that residents and service users can take part in activities and stay in contact digitally with loved ones.

We have also seen a rise in the use of artificial intelligence and predictive analytics technology to support proactive personalised care. For example, Heathfield Residential Home in Warrington has recently started using PainChek, an app which uses artificial intelligence and facial recognition technology to identify micro facial expressions which can tell if someone is

in pain. This produces an automatic pain score and severity level within seconds. This allows the care home to have a consistent record of an individual's pain levels over time and can support decision making, particularly useful when working with residents living with dementia who sometimes struggle to verbalise their pain levels. Technology can also be used to transform the way in which care providers recruit, train and communicate with staff so that work which would previously have taken place face to face can now be carried out remotely. Many providers are now using a wide range of recruitment apps, such as Care Friends or Recruitmate, or using social media to recruit employees. This can be supplemented by the use of e-Learning platforms to support and facilitate online training and recording.

The National Care Association's partner, Digital Social Care, have carried out 2 pieces of research on technology adoption in the last 6 months. Their findings are that there is a growing awareness from social care providers about the benefits and – in some cases – the necessity of digitizing their services. Yet many people feel, rightly, that there are still barriers to overcome if we are to continue to use more technology in care. Some care providers struggle with having access to the basic infrastructure needed to support the adoption of more technology in their services – particularly access to high speed internet or to 3G or 4G for remote workers.

There are also, very valid, concerns from care staff on whether technology will increase the amount of administrative burden they face or if technology would replace face to face care. There are also difficulties with identifying appropriate digital skills training for the social care workforce and issues around information governance and data sharing to overcome.

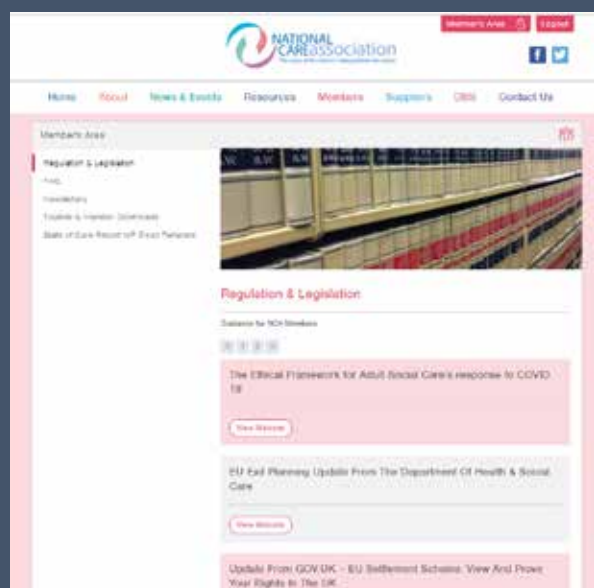
These barriers do not need to hamper the digitisation of the social care sector, but they



should be acknowledged. There is a lot of support available for care providers around technology; Digital Social Care provides free advice and guidance, Skills for Care provide digital skills support and CQC have resources for using technology in care. This is an exciting time for technology adoption in social care and will hopefully lead to digital transformation which will drive improved outcomes for the people we work with and the people we support.

Related article links:

- <https://www.cqc.org.uk/guidance-providers/adult-social-care/what-good-looks-digital-records-adult-social-care>
- <https://www.gov.uk/government/publications/adult-social-care-coronavirus-covid-19-winter-plan-2020-to-2021/adult-social-care-our-covid-19-winter-plan-2020-to-2021>
- <https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/nhsmail-fast-track-how-to/>
- <https://www.digitalsocialcare.co.uk/offers-from-internet-providers-to-get-care-homes-connected-during-covid-19/>
- <https://www.digitalsocialcare.co.uk/care-homes-to-benefit-from-thousands-of-ipads-to-help-residents-stay-in-touch-with-loved-ones/>
- <https://www.digitalsocialcare.co.uk/success-story/heathfield-residential-home-facial-analysis-technology-to-identify-pain/>
- <https://www.digitalsocialcare.co.uk/guidance-published-to-help-you-take-your-training-online/>
- <https://www.digitalsocialcare.co.uk/>
- <https://www.skillsforcare.org.uk/Leadership-management/managing-a-service/digital-skills/Digital-leadership.aspx>
- <https://www.cqc.org.uk/guidance-providers/all-services/technology-care>



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Share your story, The White House Nursing Home

How has your care service adapted during the pandemic? We have developed new systems of working practice to ensure we are still providing the highest quality of care in the safest possible manner. As well as accommodating the challenges of enhanced hygiene, regular testing and PPE implementation, we were proactive in implementing new procedures, such as; separating staff into teams to look after a set number of residents on specific floors and limiting staff interaction. Although we've had to update our policies and working procedures many times during 2020, our staff remain resilient and positive.

Has your local community worked together? The local support we've received has been absolutely overwhelming.

- Charities, businesses, volunteers, individuals, friends and family have all contributed towards the welfare of the staff and residents which has helped keep up spirits and boost morale within the team.
- Some of the amazing things our community has done for us this year:
- We received free PPE from various charitable and religious organisations as well as individuals
- Staff accommodation and transportation was offered to us free of charge.
- Our residents received pen letters, posters and cards from the local community.
- Various food packs and cash donations were made to the staff from generous friends and family.
- We received an amazing donation of Facebook portals from local CCG groups which have helped us keep families and residents connected.

Has the pandemic created innovations and improvements in your service? Fortunately, we felt we were ahead of the game as we were already using what is probably one of the biggest innovations in care - digital care planning. This has turned out to be a huge blessing during these times as relatives could see the daily care their loved ones were receiving 'live' via the online Relatives' Gateway portal. The introduction of Facebook portals for WhatsApp calls was a huge comfort to our residents. Zoom calls, Skype and other digital innovations have helped ease anxiety for residents during lockdown and continue to do so.

Naturally, there have been significant improvements in infection control since the pandemic started and the home has really benefited from this extra layer of cleaning and awareness.

How did you raise residents' and staffs' spirits during lockdown? Our staff keep every single aspect of the home running. Day-in day-out they turned up with smiles on their faces. It was very important to us that staff were made to feel

valued and looked after so that in turn they could carry on giving the best care to the residents. We had plenty of daily discussions with the staff and implemented an open-door policy for anyone with concerns, questions or just needed a bit of support.

We produced a COVID-19 handbook for our staff with relevant, useful and up-to-date guidance on all the latest policies and procedures relating to the Coronavirus. We provided all staff with "Letters For Entry" to ensure they could use retailers' designated shopping times for care staff. We also secured discount vouchers for them to use locally.

Additionally, we put together Staff Welfare packs which included cash bonuses, food packs, hot food takeaways and toiletries for all staff who could not get to the shops. We also ensured staff received travel PPE packs for safe travel to and from work on public transport.

Although all external visits to residents were cancelled, we ensured that our residents were able to stay connected with loved ones through the use of technology and we continued with a

full activity programme in-house, including lots of singing and dancing!

How are you approaching 2021? As we near the end of 2020, we approach the thought of a new year with hope, optimism and a renewed sense of togetherness. Of course, we're all hoping for a vaccine which would enable us to open up more to friends, family and social activities.

Having already seen the benefit of the use of technology, we're open to new innovations and ideas to help both our staff and residents. We are also in the exciting process of implementing EMAR, which will help us increase our resident's safety with medication management. It will also give nurses more time to look after residents, reduce errors and increase the welfare and wellbeing of all involved.

We're under no illusion, that this virus won't be with us for much time yet to come, so we're approaching 2021 with a sense of caution, ensuring we continue to follow best practices, maintain good levels of PPE and build resilience within our teams.



Are you ready for 2021?

2020 is nearly over – bring on 2021! Right?

While many of us in the care sector may be feeling this way, unfortunately 2021 is likely to be as challenging as 2020.

We all appreciate that we will continue to live with Covid-19 and the far-reaching implications this has for care homes, but that's not the only hurdle facing providers in 2021.

We anticipate the trend that has emerged this year of a higher proportion of care homes being downgraded by CQC inspectors will continue as the sector remains in the spotlight.

At the same time, care homes must do all they can to reassure potential residents who may be nervous about moving into a care facility – a fear which has directly reduced occupancy rates (down across the industry from 90% to 80%), with clear impacts on commercial viability.

Plus, homes will need effective management plans to accommodate more residents with dementia and associated complex behaviours, as local authorities and families opt for care in the community for as long as possible.

So, are you ready for what 2021 is going to throw at you, your managers, staff and residents? If you're not confident you have the right plans in place to enable your management team to take any challenge in their stride, talk to us.

At Fulcrum Care we act as our clients' pivotal partner for care quality and assurance. We work collaboratively, offering dedicated support and bespoke, creative, sustainable solutions to match your needs. And we work flexibly, giving you the support you need, when you need it, from turnkey solutions to firefighting – even providing emergency solutions at weekends or overnight when required.

We provide all the expertise you need in one place: care home management, CQC compliance, infection control and Covid audits, manager mentoring and specialised dementia care training.

We work with you to improve your commercial success, reducing costs while increasing occupancy, staff engagement and profitability. What's more, we have a 90+% success rate, from turnarounds to rating improvements, from owner-operated to care home corporates.



It's perhaps not surprising that we provide proactive leadership within the care sector, pioneering new solutions to existing and emerging challenges, including sector-leading applications of technology to improve processes and outcomes.

If you'd like to be confident that your care home is equipped to deal with whatever 2021 brings, give us a call on 020 3411 4014 or email: tony@fulcrum.care

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Get ready for 2021 – whatever curveballs it throws at you!

2020 has proved that you never know what's round the corner.

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The support you need, when you need it

- ✓ Dedicated support
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"Fulcrum Care had the needs of our home at the heart of all the guidance they provided us and went above and beyond. Overall an excellent company."



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COVID Creativity - or - Lockdown Learning

2020 has been an interesting year! I know, I know, "interesting" might not be how you would describe it, especially for those of you who have lost a loved one or a colleague and our thoughts are with you and the whole of the social care sector.

Grey Matter Learning has been delivering online learning and competence recording in the social care sector since 2006. We joined Twitter in 2010, long before some of our competitors even existed, plus we have seen and experienced lots of change over that time, though nothing quite so impactful as this year and COVID-19.

So what do we know now that we didn't know back in January?

We learnt that something we thought was impossible was actually possible; it just needed a little bit of effort and an external driver to facilitate the change. We also learnt that we could give away courses for free and hopefully give something back to the sector.

We learnt that Social Care is completely undervalued by the Government and just how vital the social care workforce is to the country as a whole.

"New Normal" - what does it mean?

What we thought back in January was normal, now is not possible, just take face-to-face training for example. We also learnt that CQC and Skills for Care are both championing digital methods, helping to shape the New Normal and shedding the use of paper along the way!

New Normal means we can't go back to how things were before, but that's okay. We wrote a blog post recently about training and learning, the differences and the real reasons behind all the training we do, year in year out. The New Normal means that technology will play a role in social care like never before and Grey Matter Learning has spent the last 15 years getting ready for this challenge.

So I wanted to let you all know that our mission is to Improve Lives Through Learning and we care about social care, which means we are here to support you on your journey towards New Normal, with some learning thrown in too!

Fact: eLearning = Increased Productivity

'Click' is the name of our eLearning System for Social Care Online Training. According to IBM, for every £1 invested in online training, a company gets £30 of increased productivity. Can you think of anything else that results in a 3000% return on investment?

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Stress & Resilience
Supervision Knowledge Check
Supervision Skills for Managers

Also available on our website, free Personal Development Plan download - this is a free resource included in the Coaching and Mentoring and Challenging Conversations course, which you can access via Click.

Download your FREE toolkits—MEMBERS ONLY

Living with and Understanding Dementia

A plain talking guide for care staff, family and friends.

Mental Capacity Act

The assessment pack has been put together to help you assess the mental capacity of your service users if you think that they may lack mental capacity and assist you to comply with the Mental Capacity Act 2005.

Care Provider Guide

A source of useful information, reference guides and answers to your most frequently asked questions. An invaluable tool for care sector managers and owners. Also includes our Business Planning Guide including a guide and template, providing structure, for your business plan with finance and optional budget sheets.

Available to all members free of charge, request your copies today from info@nationalcareassociation.org.uk

Or download from the members area of our website.

Also available:

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- Improvement plan template

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Are you making the most of your membership?

"I believe that one reason that Wren Hall Nursing Home keeps ahead is that we ensure that we are well informed and we embrace best practice. Being a NCA member gives us access to knowledgeable experts and guidance which has helped us ensure that we offer a safe, effective, caring, responsive and well led Nursing Home."

You are providing an essential service in a challenging sector, National Care Association is your guide, support, information source and mentor.

Information is key to running a successful business.

- Free advice from industry experts when you most need it with support based on years of dedicated industry experience and care sector knowledge.
- Legal, employment and CQC advice helplines from our selected partners as well as advice and support with training needs.
- Free digital toolkits (Mental capacity act and Taking into account the views of the service user)
- Discounted insurance and bulk purchasing
- Members online DBS service
- Reduced rate CQC policies, procedure and toolkits for Adult Social Care providers at a reduced rate through membership at Quality Compliance Systems (QCS)
- Conferences and events to support and guide with sector experts



Bringing small and medium sized care providers together creating a powerful voice. We represent, guide, challenge and influence change for the direct benefit of our membership and the sector.

On a practical level National Care Association is an essential part of the care provider's toolkit. Our members benefits include DBS paper and online services, operational toolkits, business purchase discounts, legal and employment advice, insurance, utility analysis. Experts will be on hand to support you with information and guidance through the regulatory and policy issues that affect us all.

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From dishes to bed pans, ware washing has evolved to help hygiene control for nursing and care homes

MEIKO IS CERTIFIED TO INACTIVATE CORONAVIRUS, Cdiff and HAI

At the start of the COVID pandemic, none of us knew what we were dealing with.

This is why Meiko immediately went to an independent academic specialist to prove without a doubt that Meiko dishwashing, mask washing and bed pan washing machines inactivate the coronavirus, providing our customers with total reassurance at a time of great uncertainty.

Clostridium difficile, Hygiene management for care utensils

Meiko has published a report focusing on effective cleaning using washer disinfectant machines. Find out more on the Meiko website/ Google search: Meiko whitepapers clostridium-difficile.

Bedpan Washers

Break the HAI cycle and give better care for patients and improved protection for staff.

Every patient has the right to receive clean items. Staff deserve the best protection and the highest

level of technical support from external suppliers. Meiko offers a range of bed pan washing solutions available with local sales and training support, industry-leading technical services support for complete peace of mind.

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Meiko bed pan washer systems are ideal for repeatable room arrangements with en-suite facilities. Meiko models are among the quietest machines, with dba results as low as 48.2 without additional shielding.

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Be on the safe side, with Meiko.



Designed for the hygiene needs of a new world

Whether it's the latest dishwashers for the kitchen or a new generation of bedpan washers for the sluiceroom, **MEIKO UK sets the new benchmark for hygiene, value for money and breakdown repair and service!**

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Infection control support for the care sector

As if dealing with COVID wasn't enough, winter will bring Norovirus and flu to add to the infection control challenges faced by the Care sector.

Body fluid spills are a major risk in the spread of norovirus, but did you know that coronavirus can also be transmitted through body fluid spills?*

It is therefore imperative that care providers deal with bodily fluid spills quickly, effectively and safely to not only remove the immediate risk of cross contamination but also prevent the added risk of slips and falls to staff, patients and residents alike.

BIOPERL.co.uk is an established provider of infection control solutions to the Healthcare and Care sectors and we are proud to support the National Care Association and their members.

We have invested heavily in R&D to offer improved infection control efficacy with the aim of reducing HCAIs and providing patients and staff with greater protection and comfort.

We manufacture a range of high quality surface disinfection, bodily-spills and personal hygiene

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On our website we also offer advice, guidance and updates from some of the UK's leading virologists and clinicians from several University Hospitals.

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** AGA Institute's Gastroenterology Journal (2020;158:1518-1519) confirms that SARS-Cov-2 is one of these viruses that survive the stomach and intestine.*

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Is poor purchasing letting down your business?

As a care home owner or operator how well do you think you buy within your business? Do you give your purchasing the time it possibly needs?

On the whole purchasing is quite low down in the list of priorities for most. The reason is usually down to one of three issues within the business – time, money, or people. Not enough time. Not enough money back in return for effort. Not enough staff to be able to review costs.

In the end if the perceived benefits of buying better were greater then more time, money, and people would be utilised to improve how the business did it.

In a care home your staff are your raw material. The business stands and falls on having the right people in the right place at the right time. Their cost is the main outgoing to your business. Everything else you spend is peripheral.

The problem with this “peripheral spend” is that it is bitty. It is made up of expenditure in more than thirty supplier markets, sometimes with multiple suppliers from the same markets. Reviewing all of this is a non-starter for most businesses as “who cares” if you can save £100 on a supplier?

This is true if taken in isolation. However, if you could save £100 in each area of supply or even save £100 on every supplier you use then you start to see the pay-off from good buying.

Saving just £100 a year on 30 suppliers is equivalent to £3,000 profit per year. Not income but profit. So, if your gross profit is 25% then £3,000 of profit is the same as £12,000 of fees every year.

We know from our experience that savings per supplier are more likely to be in the many £000's!

That additional profit/ cashflow is sitting in every business, the problem is how best to extract it quickly and efficiently. This, in essence, is where a company like Spiral Purchasing comes in.

Spiral Purchasing can give you additional resource by freeing up your time and your people from their involvement in purchasing. In doing so this will also release money back into your business every year.

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Why your data matters

Skills for Care has always valued NCA members contributing their data to the Adult Social Care Workforce Data Set (ASC-WDS). That commitment is even more important in this critical time for our sector as we really need policy makers and employers to have access to high quality intelligence so that the decisions about what our sector looks like in the future is evidence-based.

To help us understand what is actually happening across the sector we publish two major reports every year which offer analysis, interpretation and insight. We recently published the 'The state of the adult social care sector and workforce in England' report which offers a treasure trove of data and analysis on all the key challenges facing NCA members.

The report revealed that our sector still needs to fill around 112,000 job vacancies on any given day, and while that was a slight reduction in job vacancies, it meant employers still needed to find thousands of new workers.

Our analysts also found that Skills for Care estimates staff turnover rate of directly employed staff working in the adult social care sector remains high at 30.4%. We found that managerial roles had relatively lower turnover rates at 18.2%, compared to direct care-providing roles 33.0%, but it was higher for registered managers at 25.4% compared to other managers. Our free online values based recruitment tools, and the guide to safe and recruitment on our website, are designed to help employers find and keep new people with the right values.

The independent sector job share continues to grow up 11% - 130,000 jobs - from 2012, and is also true of independent sector care homes with nursing up 4% or 9,500 jobs.

Care worker pay has increased at a faster rate since the introduction of the National Living Wage (NLW). Since the launch of the NLW the hourly rate has increased by an average of 30 pence per year (3.9%) compared to 1.9% per year prior to the NLW. The proportion of care workers paid the statutory minimum amount has increased since the introduction of the NLW, from 16% in March 2016 to 23% in March 2020, and we found that sales and retail assistants now, on average, earn 24p per hour more than care workers. Employers who have an ASC-WDS account can benchmark their pay rates against national and local data.

We've also done preliminary work on the impact of COVID-19 and the percentage of days lost to sickness in adult social care across England during the pandemic which increased to 7.5% between March and August 2020 compared to 2.7% pre-COVID-19.



The staff vacancy rate for employers updating ASC-WDS data between March and August 2020 was 7.0%, down from the pre COVID-19 rate for those employers which was around 8.6%.

We know that if employers are prepared to offer their data then ASC-WDS must offer help to ensure they have the right staff with the right skills, or think about how they will grow their business.

On a practical level employers can now have information on all their staff in one place, and use ASC-WDS to store training and qualifications information, and receiving alerts when training needs to be renewed.

They can access to reports to use with your local authority, or with CQC, and can get support from the Workforce Development Fund (WDF). We know how important that funding can be in supporting the learning and development needs of workers and we will continue to make the case for that fund as we know it works.

We also know the skills and knowledge workers need is getting ever more complex, so WDF is a vital pot of money for employers to access. Great employers know the value of investing in their staff's learning and development, which the data also tells us means they are less likely to leave.

Employers also have access to benchmarks so they can see how well they're performing compared to other providers in their local area on key workforce metrics including staff turnover rate, staff sickness rate or level of staff qualified to level 2 or above.



*Oonagh Smyth, CEO,
Skills for Care*

And there's more to come including being ranked within your comparator group, and showing good and outstanding CQC providers as a new benchmark group.

If you're not using any of those functions then our helpdesk are there to help and guide you in how you can make ASC-WDS work for business, which ultimately will benefit the people you work with and that's why we are all working in this sector to support people to live the lives they want to.

I want to thank NCA members for their continued support and despite the current pressures please continue to update your data as we begin the debate about adult social care in England will look like after the pandemic.



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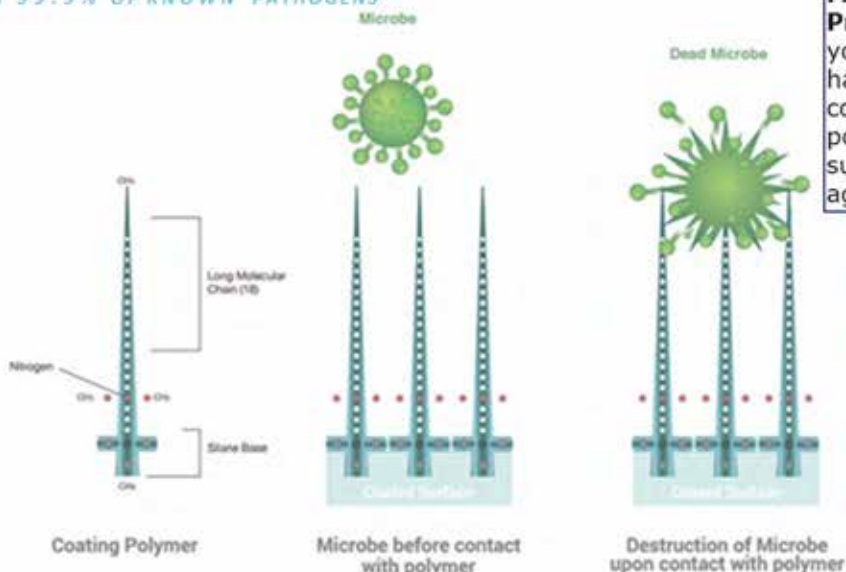
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Worcester Lodge

"Mediclean came to my care homes to fog the whole home to prevent the spread of Covid-19. We have not had the virus within the care settings and wish to prevent any future infections. They arrived on time and took extra care as the care homes have residents with dementia. We have Residents who have to stay in their rooms and these rooms were sprayed with extra care with no inconvenience to the residents. They were professional, efficient and courteous to all residents and staff."

Joyce Pinfield - Director

Medi-Shield Antimicrobial is a long-term surface coating that will create an inhospitable surface environment for germs, bacteria and viruses. **The coating is not removed by regular cleaning and disinfecting, providing an additional layer of protection between cleanings.**

This is the only antimicrobial shield in the world that has been tested against human coronavirus and is certified to last over time. Test certificates available on request.

Mediclean UK staff are professionally trained to apply the antimicrobial shield in schools and care homes, all our staff are DBS checked and will operate around your organisational needs with minimal disruption.

Initial Sanitisation/Disinfection on Application EN14476 is the virucidal test against coronavirus, and can be carried out on any of the envelope virus family to show efficacy (effectiveness at killing the virus). Once a substance has been certified with EN14476 it is classified as a disinfectant that is effective against envelope viruses which includes all coronavirus (as well as many more pathogens).

Ongoing Sanitisation/Disinfection ISO 21702 is the measurement of antiviral activity on plastics and other non porous surfaces. The test shows a log reduction of 1.03 which is 91.09% effective against envelope viruses after the solution has been applied and has dried onto the surface. This is certification of the ongoing efficacy of Medi-Shield and with our unique testing solution provides ongoing verification of the presence of the anti-microbial shield.

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Public Health
England



www.MedicleanUK.com

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Consumer Law for Care Homes

The Consumer Rights Act 2015 affects Care Homes in the same way that it affects the purchase of any other good or service. The Competition and Markets Authority (CMA) started a market study of the Care Home sector in 2016 and published its final report and guidance for Care Homes in November 2018. This report can be found at gov.uk.

The Care Provider Alliance has been working with a number of stakeholders throughout this process and has produced further guidance which can be downloaded at the CPA website. This guidance will steer Care Homes to update their marketing materials and websites to comply with the Consumer Rights Act.

Care Homes will also need to review their resident contracts. The Care Provider Alliance has commissioned example clauses which are designed to help you demonstrate compliance with consumer law and the Competition and Market Authority's Guidance in relation to residential care homes. These clauses cover annual fee increases, fee increases on change of circumstances, deposits, and fees after death and can be downloaded below:

- Annual fee increases
- Fee review on change of circumstances
- Deposits
- Fees after death

Those Care Homes who are members National Care Association will have been opted in to a

Primary Authority Partnership with Hampshire Trading Standards to assure themselves of a consistent interpretation of the legislation and guidance. Details are available from the trade associations involved.

Contact for care homes: info@carehomescma.org.uk
Source: The Care Provider Alliance

Related Article Links

- <https://www.gov.uk/government/publications/care-homes-consumer-law-advice-for-providers>
- https://careprovideralliance.org.uk/assets/pdfs/cpa_guidance_on_compliance_with_cma_care_homes_nov_2019_v4.pdf
- <https://www.gov.uk/government/publications/primary-authority-overview>
- https://careprovideralliance.org.uk/assets/pdfs/cpa_guidance_-_fee_annual_increases_nov_2019.pdf
- https://careprovideralliance.org.uk/assets/pdfs/cpa_guidance_-_fee_review_nov_2019.pdf
- https://careprovideralliance.org.uk/assets/pdfs/cpa_guidance_-_deposits_nov_2019.pdf
- https://careprovideralliance.org.uk/assets/pdfs/cpa_guidance_-_fees_after_death_nov_2019.pdf



Are you receiving your email updates from National Care Association?

If not this may be because you have not completed your GDPR contact permission form enabling you to receive your full member benefits.

Download the form at:

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National Care Association Sponsors and Suppliers



Members of National Care Association's Suppliers' Forum and our Sponsors are all suppliers to the care sector - they join the forum to keep up-to-date with all the latest developments in the sector so that they can tailor their supplies to client needs. The vision is to be able to offer better value benefits across the sector through closer working and understanding between suppliers, sponsors and supporters of the sector and care providers themselves.

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apetito is the leading meal provider for care homes and our chefs pride themselves in creating dishes for specific dietary requirements and nutritional needs. All without compromising on a delicious meal. Our meals are created with sustainably sourced ingredients and designed to enhance health and well-being. Our award winning range includes our world leading texture modified meals for those residents living with dysphagia, enabling you to offer them a meal that's not only safe but helps them dine with dignity.

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Clydesdale Bank was established in Glasgow in 1838 and Yorkshire Bank was founded in 1859 in Halifax. Both brands are built on strong foundations, dedicated to serving the people, businesses and communities around us. Our name is a clue to our difference. It signals a sense of place and a pride in being a bank. By supporting our communities, businesses and

individuals, we want to help grow a bright and prosperous future. Our dynamic health & social care team have a wealth of banking experience, are highly skilled in structuring flexible finance packages for customers and share a strong passion for the sector.

07770 748164
www.cbonline.co.uk/healthcare

Gryphon Black

Underpinning the success of any business is its people. Managing workplace issues, such as nurturing diversity, protecting dignity at work, overseeing equality of treatment, and incentivising staff are all essential. Employment relations are complex, and if not managed well risk workplace disputes. The expertise at Gryphon Black provides advice and support on employment law issues and the practice of employment relations. We work exclusively as lawyers practising in employment law. Our clients are employers and individuals. We provide employers with day-to-day HR support through to advising on contentious disputes.

workplace@gryphonblack.com
020 7406 1467
www.gryphonblack.com

Howden

Howden Insurance Brokers Limited (HIBL) have been the National Care Association's preferred insurance provider since 2005, a partnership of which we are very proud. Our Care division which included Care Home Insurance Service ('CHIS') and PrimeCare has over 20 years' of experience and expertise in providing insurance solutions for care homes in the UK. Much like the NCA, we are striving to improve standards.

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At Ridouts, we know the health and social care sector and the details that can make the difference to your business. We provide legal, operational and strategic advice to providers who are faced with matters that could negatively impact their businesses. We help our clients to find defences and positive outcomes to, often, commercially damaging situations. We work with you to manage and reduce risks presented to your business which, in turn, preserves business value.

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www.ridout-law.com

SOLLA

The Society of Later Life Advisers (SOLLA) is a NFP organisation founded in 2008 to help older people and their families find trusted accredited financial advisers who specialise in the financial needs of those in later life. Good financial advice should help you make clear and informed decisions knowing that you have had the information and choices presented to you in a way that helps you make the best choices and decisions for you or for a family member. A SOLLA accredited financial adviser can offer the added reassurance that they can give the practical help and guidance needed to help you make the right decisions at the right time.
www.societyoflaterlifeadvisers.co.uk

VAT Solutions

We are indirect tax specialists who have worked almost exclusively in the care sector since 2004. We have a unique combination of in-depth VAT and sector knowledge, dealing not only with HMRC on a daily basis (our technical team largely consists of ex HMRC inspectors), but also holding strong working relationships with the relevant contacts at local authorities, clinical commissioning groups and health trusts (NI) throughout the UK. Unlike other general accountancy or tax practices, we use our very specific experience and network of contacts within the care sector on your behalf, thus ensuring that our service provides optimum benefit for your care operation.
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nationalcareassociation.org.uk/suppliers/suppliers-directory

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We value the contribution our sponsors make to the sector. To ensure we harness the most effective support we have created a NCA Sponsors Board to respond to the challenges our members face. We are fully committed to working together to achieve excellence for our members and those they serve and to bring change and innovation for the benefit of the sector.

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