

2018

Annual Update



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Chairman's letter

Dear colleagues

The passing of the year is always a time of reflection on the milestones that have passed and the excitement of the year ahead and all that it might bring. So as I sit here to write this I want to take a moment firstly to thank you all for your company along the way in 2018. Your membership, support and commitment to our sector is a testament that we attract, into the health and social care family, some of the very best people and we at National Care Association certainly value our friends and partners along the journey.

It has been another busy year for us as we await the Green Paper which is now seriously late, but of course by the time you read this it may have actually been issued based on assurances from the Department of Health and Social Care (DHSC) that it would be with us before the end of the year! What will it actually bring and what difference it will actually make to the challenges we face is yet to be discussed.

We have seen a change in the name of the government department which has social care in its remit, swiftly followed by a new Secretary of State, who is very focused on the digital era. One of the first things Mat Hancock has done is to set up a pen forum for you and anyone else who wants to talk about health and social care, to do so. We are reliably informed that he will be reviewing it regularly so here is your chance.

We have also had changes at the helm of CQC, with the departure of Sir David Behan (CEO) and Andrea Sutcliffe. We only recently received the news that Andrea's replacement has been appointed. Andrea has been a great friend to NCA so we hope to develop a similar relationship with her replacement and the new CEO Ian Trenholm.

We also face some uncertainty around the changes to the Mental Capacity Bill and the impact it will have on providers. There has been much dissent on the proposals from both provider's organisations and the Peers at the scrutiny stage. We wrote to the officials on behalf of our members and am pleased to see some changes being actioned but this will be one to watch in the New Year.

I guess it is difficult not to mention the impact of Brexit on our workforce, supply of equipment, drugs etc. The only certainty we have at this stage is that there is no certainty but do keep an eye on our regular bulletins to stay abreast of the issues.

It would be fair to say this has been a year of change and uncertainty for our sector and the economy but as the review demonstrates it has not held us back. We have record numbers of members with 'outstanding' rating and great submissions for our member of the year. Thank you all for entering and congratulations to the eventual winners.

We hope that 2019 brings greater certainty and we hope that you will continue to walk with us through it....



Nadra Ahmed OBE
National Care Association
Executive Chairman

NCA's Member of the Year 2018

We know that there are examples of great care amongst our membership so we wanted give you the opportunity to tell us and all your fellow providers about it. After some careful planning we launched our quest to find our very first Member of the Year.

We asked you all to tell us about your care service and how you have implemented change and improvement; big or small, that has been sustainable and benefited those in or around your care service; staff, service users and relatives.

We were looking for a care service that has ;

- implemented innovative ideas
- initiated sustainable change
- provided exceptional care
- turned-around your care service
- positively improved ethos / culture

And you certainly didn't disappoint us! From the entries we received we have selected two winners.

NCA Board's Member of the Year

White House Nursing Home

NCA Staff Member of the Year

Admiral Care Limited

Congratulations to both homes, read their stories below.

Thank you to all those who submitted entries and shared their stories with us. It was a very tight run competition and was wonderful to see how much passion and dedication you all have for what you do, and the thought and care that goes into your work every day to improve the lives of those you provide for.

NCA's Board's Member of the Year 2018: White House Nursing Home

The White House Nursing Home was recently rated as "Outstanding" by CQC, currently the only Outstanding nursing home in the Borough of Kingston.

This achievement was followed by winning the "Best SME" and also Kingston "Business of the Year 2018" at the Kingston Business Excellence Awards 2018.

Residents get exceptional care especially at the End of their Lives. Evidencing this the home has been accredited with the GSF (Gold Standard Framework) Award for training at End of Life Care with "Beacon" status, which is the highest grade attainable.

The home is run by an experienced team and staff go out of their way to make every minute count and do what they can in order to ensure the residents are safe, well cared for and live in a homely, friendly environment.

Activities in the home are exceptional and home has its own forms of transport (van and scooter) enabling independence and choice. Activity programmes comprise of scrabble mornings, flower arranging mornings, trips out and enjoying entertainment programmes of live shows & performances. Residents regularly enjoy trips to Richmond Park, Garsons Farm, local shops and other local events.

Survey results from residents, family and relatives are also exceptional. This information is then shared and feedback is actioned.

The White House Nursing Home has their own Dignity Champion whose role is to promote and maintain resident's dignity throughout their daily routine

Noted in the CQC report is "Measures were in place to reduce identified risks to people's health, safety and welfare". One person's relative told us, "My [family member] has been bed bound

for a while and were astonished that staff had managed to prevent them developing any pressure sores, which is what happened within a few weeks of them moving into their previous care home." Another relative commented, "I've been so impressed with the staff who with the help of the SALT team have managed to get my [family member] eating and drinking again, despite them being at high risk of choking, malnutrition and dehydration."

Recently where a resident was in the final few hours of his life, the home opened the doors through the night for relatives and family to visit - at one stage 40 people were visiting this particular resident holding vigil by his room and in the communal areas in the middle of the night, staff responded by preparing sandwiches, refreshments and making family comfortable.

The Home constantly have to go beyond the parameters of just good care - especially when someone is nearing end of life and have requested from management and staff help and assistance, which has made all the difference to the resident. This ranges from finding lost family members to looking after the residents pets after the resident has passed away.

This attention to care, serving humanity and basic love of the job is what makes The White House stand out from the crowd. They highlighted a few examples of going beyond expectations but are committed to this being a daily part of their working week. "To the resident - it makes ALL the difference at a time where you get no second chances."

"Passionate about care"



NCA's Staff's Member of the Year 2018: Admiral Care Limited

Admiral Care is an independent Homecare Provider and Day Centre based in Portsmouth, established to respond to the care needs of their community and committed to providing a comprehensive range of domiciliary care and support to people of all ages and disabilities.

Admiral Care staff from carers up to management have worked extremely hard improving their CQC rating from inadequate in 2015 to Good in July 2018.

The registered manager stated "I am so proud of what my team have achieved, and I feel that winning this award would show them their efforts have not gone unnoticed or unrewarded". They pride themselves on being "The company that really cares" and staff provide a service above and beyond the normal duties.

The Day Centre service is subsidised by Admiral Care Ltd and staff are willing to volunteer their time in the day centre as they are all aware of the importance of keeping this service open to all but mainly to the service users that have no family and those with Mental Health issues that at times have not been accepted into the local government run day centres.

If it was not for the generosity of the staff the Day centre would have had to close 2 years ago leaving their service users with no meeting place to talk to friends that they have made since it opened in 2014

Admiral Care provide support for service users needs at a more

realistic cost, with the day centre open 7 days a week 365 days of the year. Any service user is welcome to use this service and disabled transport and fresh home cooked meals are provided daily

The registered manager stated "My staff amaze me as over the past year 2 key members of our team have lost their own mums to cancer and yet they still turn up for their shifts. Both these staff have quoted "care must go on" even under the circumstances that they are dealing with!

In my opinion I have the best team of carers in the north south east and west. They all should be recognised for their standard of care and their empathy to others. They help service users achieve their wishes in remaining independent in their own homes."

Service user testimonial: "There are a few absolute gems in this world, they are people who make a tremendous difference in other people's lives... with the smiles they give, the blessing they share, and they warm the hearts of everyone around them. These rare and remarkable people are so deserving of hope and happiness. They are the people who are incredibly unique, enormously thanked, and endlessly appreciated for everything they do. And one of those wonderful, deserving, and one-of-a-kind people is most definitely you."



Member of the Year 2018: Highly commended entrants

Oatlands Care Home—JAWA Group

They have implemented a programme of daily Namaste Care, helping people with advanced illness to live, not simply exist, for as long as possible. Quite simply it improves the end-of-life experience for the person with a terminal disease, family members and carers.

Their residents are now visited every month by toddlers from a local day nursery for structured sessions, monthly visits by a team of therapy animals, 'Nightingale Dogs' offering a 'paws on' experience of fun, entertaining and emotionally beneficial activities and a fortnightly poetry club.

Chapel House Care Centre

Chapel House Care Centre has been a force for change and dynamic innovation since the service was turned around in 2017 after an established management team took the helm to drive forwards the improvements that had been identified by regulators and commissioners. The integration of an innovative service, at the same time as making sustainable improvements to the quality of the traditional service required a whole team approach and the positive impacts in both areas was recognised in achieving five goods at CQC inspection.

Mentaur Limited

Mentaur has an active programme of research and conference development in the areas they work in. Their research interests range from developing new and innovative tools to measure quality of provision for people with autism to engaging new technology to progress people with disabilities.

Autumn Lodge

Autumn Lodge has become a bio, physio, social home and recently began working alongside the InReach to stop all anti-psychotics within the home. They have a positive and proactive approach to staff training and have students coming from Germany, Spain and Switzerland to engage with residents and staff promoting knowledge sharing to ensure residents receive the best, individualised care possible.



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Why the work of care workers deserves more praise as CQC prepares to publish its annual Care Quality Report

As the Care Quality Commission (CQC) prepares to publish its annual Care Quality Report in the autumn of 2018, the fantastic work undertaken by many care providers and front line staff is also coming into focus.

So often this work is overshadowed by funding difficulties, negative headlines in the media and operational challenges in an increasingly complicated economic and political climate.

But while everyone in the industry recognises that some organisations need to improve the quality of care provided there is also room to celebrate the high performance of so many care workers, the people who really help drive a successful care business.

The challenge for businesses in the care sector is to channel that excellence on the front line and, through good leadership and risk management, to overcome the difficulties which surround the industry and deliver high-quality service.

In its report for 2017, the CQC praised many care providers for doing just that, saying: “The quality of care has been maintained despite some very real challenges. Most of us are receiving good, safe care and many services that were previously rated inadequate have recognised our inspection findings, made the necessary changes and improved. [1]

“The fact that quality has been maintained in the toughest climate most can remember is testament to the hard work and dedication of staff and leaders. However, as the system continues to struggle with increasingly complex demand, access and cost, future quality is precarious.”

Nearly 18 months on and the care environment is no less complex, but there are also many good news stories to celebrate and an increasing determination from care providers to embrace quality improvement programmes.

A number of Howden clients have recently received good or outstanding ratings following a CQC inspection as a result of good business management and genuine passion for the service they provide and this is certainly something that deserves recognition.

As the CQC said in its 2017 report: “Everybody has a right to good care. Much attention is rightly focused on the occasions when people experience poor quality care, but it is also important to recognise where care is good and to celebrate the services that are getting it right.”

The most recent publication from the CQC tracked the progress of NHS Trusts which had embedded QI (quality improvement) in

their organisation and sought to pass on the learning to other care providers, including independent care businesses.

It found:

Commitment from the board and senior leadership was crucial to ensuring success.

Senior leaders must acknowledge from the outset that QI will be a long-term journey and that everyone in the trust will need to make a commitment to it.

Leaders and staff need to work together to deliver better care to patients.

Involving patients in the work to make beneficial changes can lead to impressive results.

The overall conclusion was that ‘good leadership is a central part of improvement, and that improvements in the quality of care people are receiving are happening despite tight financial constraints and increased demand across the sectors’.

This is positive news for the care sector and shows that quality improvement programmes can play a big part in raising standards in future.

The importance of CQC ratings

CQC inspections rate care providers and provide them with an overall ranking of either ‘inadequate’, ‘requires improvement’, ‘good’ or ‘outstanding’. By law, care providers have to display the rating given to them, including on their website.

The importance of having a positive CQC rating is vital for care providers, not only in maintaining the confidence of customers and patients but also in ensuring effective management. The CQC recently published its business plan for 2018-19 and one of the key priorities was to ‘roll out changes to the regulation of independent health providers’. This will include basing inspection frequency based on ratings. A lower rating could mean more frequent inspections.

What other benefits are there?

Having a good CQC rating is not only the sign of a caring and well-performing care provider but it can also put a care business in a good position to enjoy a reduced premium and be a more attractive client to insurance providers, as well-managed businesses often have better risk management.

Howden is passionate about the care sector and is investing heavily so it can continue to support care business in the UK as the market becomes increasingly challenging. *Continues.....*

New technology is also having a big impact in the care sector and the way that care is delivered. So having the right insurance in place to protect technology and mitigate against when things go wrong is vital.

Howden is the preferred insurance partner to the National Care Association and its specialist insurance arrangements for care homes provide cover for buildings/tenants improvements, contents, business interruption, employer's and public liability, professional indemnity, medical malpractice and abuse cover, directors' and officers' liability, legal expenses, personal accident, residents' effects, loss of registration, terrorism, as well as access to markets for cyber liability, motor insurance, engineering inspection and breakdown cover and other bespoke requirements.

- [1] <https://www.cqc.org.uk/publications/evaluation/celebrating-good-care-championing-outstanding-care>
- [2] https://www.cqc.org.uk/sites/default/files/20170420_celebratinggoodcare2017.pdf
- [3] <https://www.cqc.org.uk/publications/evaluation/quality-improvement-hospital-trusts-sharing-learning-trusts-journey-qi>
- [4] <https://www.cqc.org.uk/what-we-do/how-we-do-our-job/ratings>
- [5] <https://www.cqc.org.uk/publications/strategies-plans/business-plan-2018-19>

What does 'outstanding' mean?

The definition of 'outstanding' is set out by the CQC and based around five key metrics that require an outstanding care provider to be safe, effective, caring, responsive and well led. Care providers are rated for each of those categories and then given an 'overall' rating.

An outstanding care provider will tick all the following boxes:

Safe - People are protected by a strong comprehensive safety system, and a focus on openness, transparency and learning when things go wrong.

Effective - Outcomes for people who use services are consistently better than expected when compared with other similar services.

Caring - People are truly respected and valued as individuals and are empowered as partners in their care.

Responsive - Services are tailored to meet the needs of individual people and are delivered in a way to ensure flexibility, choice and continuity of care.

Well led - The leadership, governance and culture are used to drive and improve the delivery of high-quality person-centred care.

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Mental Capacity Act Toolkit

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

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- **Taking into Account the Views of the Service User Toolkit**
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- **National Minimum Wage Care Sector Guidance**
- **Working Safely in a Caring Environment Handbook**
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Taking into account the views of the Service User

Quality Care Assurance System
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Dementia

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COMING SOON

Updated Taking Into Account the Views of the Service User

And new for 2019 The NCA Dementia Guide

Preparing for CQC Inspections & Preventing Adverse Outcomes

An adverse CQC rating can have serious implications for providers and it is therefore important to prevent adverse outcomes by being prepared for CQC inspections, handling them well and responding appropriately post inspection. This article provides advice on what to do pre-inspection, during inspection and post inspection.

Pre-inspection

The best way for providers to prepare themselves for an inspection is to familiarise themselves with the guidance published on CQC's website. This will help to understand the format of inspections, what inspectors are looking for and how they determine ratings.

Prior to inspections, we advise clients to challenge their systems as part of their internal quality assurance and to check for weaknesses against the five CQC Key Lines of Enquiry (safe, caring, effective, responsive and well-led). The best way to do this is to audit documentation across your service. Clear written records of assessments and decisions are a hot topic for CQC including why, when and how decisions were made. These records should be readily accessible to healthcare professionals visiting the service. Care plans, risk assessments and daily records should be "joined up" and demonstrate the delivery of safe, effective and responsive care and treatment.

Consultants can be a great asset to providers in the pre-inspection preparation stage, as they can as an independent pair of eyes to come into a service and assess compliance with the Fundamental Standards, in the format of a mock inspection or audit.

Another useful tool for providers in the preparation phase is the online Provider Information Collection (PIC). Providers have 3 months from when CQC request it, to complete their PIC and they must do so at least annually, otherwise, their rating for the 'well-led' key question will be no better than 'requires improvement' at the next inspection. This tool enables providers to provide CQC with up-to-date information on how they are ensuring their service meets CQC's key lines of enquiry and how they plan to sustain continuous improvement.

During inspection

During a CQC inspection, staff should ask the inspection team questions and offer assistance throughout as well as challenging where necessary. Staff should also ensure that there is clarity about what additional information CQC requires during the inspection and provide it promptly in

an accessible format if possible. This is the best way to avoid surprises when it comes to receiving the draft inspection report post inspection.

At the end of the inspection visit, the lead inspector (and inspection team) will meet with the registered manager (and/or other appropriate members of staff to provide feedback. The feedback session acts as an opportunity for staff to ask questions and counter findings they disagree with and provide additional evidence to support this. We advise clients to have their own note taker in the room who is not participating in the meeting to take detailed notes. Quite often these notes become useful post inspection when it comes to challenging an adverse inspection report.

Post inspection

Following inspections, CQC produces draft inspection reports which, if inaccurate and unfair, not only make grim reading, but can also adversely affect a provider's reputation and ability to attract and retain clients. Therefore, if you disagree with the contents of a draft report it is important to challenge this as otherwise the contents of the report are deemed to be true. Even more importantly, the issues in an inspection report can form the basis of further enforcement action which can be more difficult to defend if the report has gone unchallenged.

• Factual Accuracy Comments

Once a draft inspection report is received, providers have **10 working days** to submit factual accuracy comments (FAC's) to CQC if they disagree with the contents of the report. In the FAC response providers can challenge the accuracy of facts and completeness of the information used to make the ratings judgments (including alleged regulatory breaches).

• Rating Review Process

A rating review can only be requested after publication of the finalised inspection report. Providers should always attempt to challenge ratings via the FAC process in the first instance. Once a report has been published, providers have **5 working days** from publication to notify CQC online, of their intention to do submit a rating review and the review itself must be lodged within 15 working days of the date of publication of the report.

The only grounds for requesting a rating review are that the CQC have failed to follow their process for making ratings decisions. Requests beyond these narrow grounds

will be rejected. There is a word limit of 500 for the review and providers should keep in mind that, as with the factual accuracy process, ratings can go up as well as down as a result of a challenge.

- Judicial Review

Judicial Review is the final method of challenging ratings. It is a legal procedure whereby a judge reviews the legality of CQC's rating decision. It can only usually be used as a last resort when all other remedies (FAC's and ratings review) have been exhausted. To succeed, the provider must

be able to show that the CQC has acted in a way that is manifestly irrational, procedurally improper or illegal. It can be a complicated and more costly route of challenge so we advise clients to challenge CQC early on.

Conclusion

Ridouts has a vast amount of experience in providing advice to clients at all stages of the inspection process. If you have any queries in relation to the above, please contact us on **0207 317 0340** and one of our specialist lawyers will be happy to help.



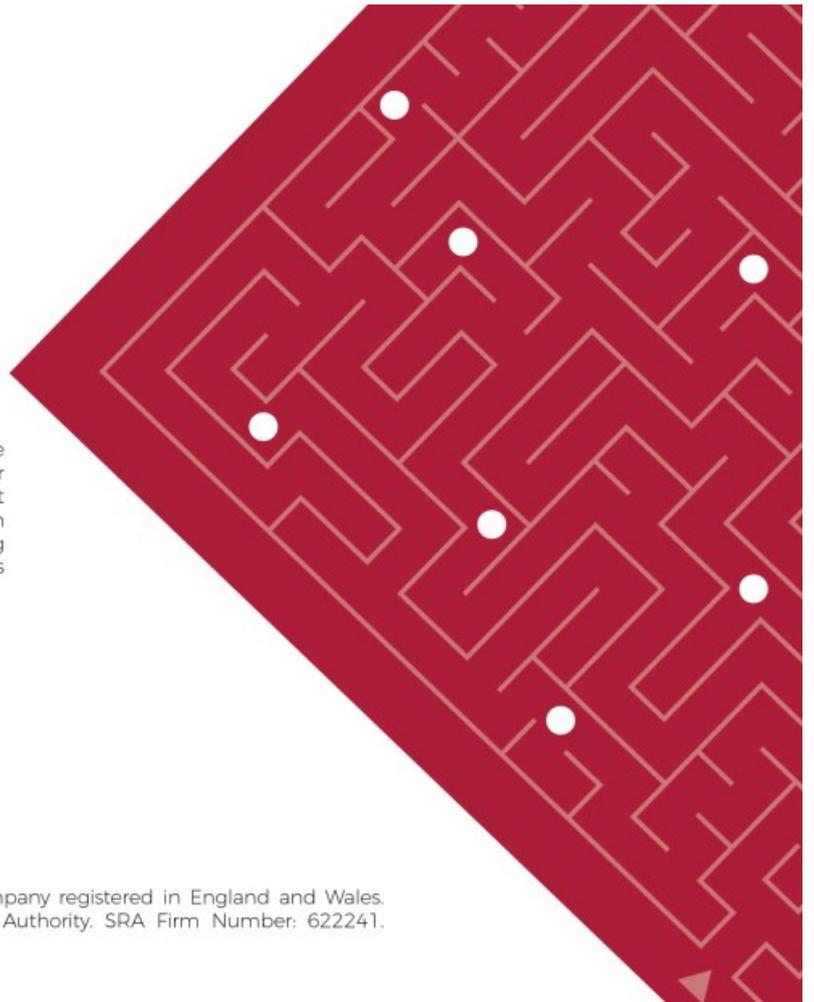
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Dare to Care—NCA annual survey

Briefing summary: to read the full briefing paper please visit www.nationalcareassociation.org.uk

For the past two decades we have been walking headlong into a crisis in social care.

The delivery of social care has been challenged in a number of ways which we will cover in this briefing, however, it should be noted that the issues we raise were not unexpected. Sector experts and analysts have been voicing concerns about the impact of ignoring the signs, the primary one being that the demographics have been changing. We have an aging population with complex medical conditions, requiring a more robust and sustainable delivery option, which is absolutely funded.

Sadly to date, the government policy responses to the growing challenges have been reactive and lacking in vision or a sustainable substance. This has created a lack of direction at both local and national level leaving providers to tackle the challenges against all the odds whilst ensuring that we are meeting the growing needs of some of the most vulnerable members of our society.

The current mood of social care recipients and deliverers is one that reflects a complete lack of confidence in decision makers. Service users have limited support and advice about what they are able to access whilst providers have no clarity about the fees they are likely to receive and commissioners continue to be challenged by the funding they receive, which they tell us is wholly inadequate. So what we have is an increasing need with a reducing budget and shrinking market.

With that backdrop, it should be noted that providers have not relented on driving up the quality of the services we expect, which creates a complete imbalance in expectations against affordability. We continue to raise expectation based on the growing needs and desires of those accessing the service but we fail to value the contributions of those delivering it.

So the question we pose and challenge government with is ‘who dares to care..’ as, to date governments of all colours have failed to take the opportunity to respond to the growing crisis, however this has not stopped past ministers telling us how it should be done once they have left office! Despite the fact that the social care sector holds a significant place in the UK economy it is consistently portrayed as a drain rather than a contributor. There are:

- 12,043 providers
- Who collectively operate over 25494 sites
- Employing 1.45 million workers
- Social care contributes £43 billion to the economy

Figures from Sfc 2017

This is a sector that has supported the Health agenda since the formation of the NHS and have evolved into a service looking after a generation who were promised healthcare from ‘cradle

to grave’. This is the generation who have already paid for their care and yet we have government looking at taxing them again and again to cover up their own ineptitudes of creating sustainable solutions.

Social care providers today have taken up the mantle and are delivering that care despite the challenges they face, why? It is **because they care ...**

National Care Association calls on Government to bring forward sustainable plans to stabilise the social care sector. They will get their return in investment as the sector continues to innovate and deliver care to a growing population of frail and vulnerable people.

It is important to look at the evidence within this paper which highlights the state of the sector from the provider perspective. This is a true reflection of what the people working at the coal-face are feeling and the challenges they face on a daily basis. It is clear that the recruitment crisis is of equal standing as the shortfall in fees and the two combined are creating the instability.

The regulator has spoken about the ‘fragility’ of the sector and the fact that it is at a ‘tipping point’ and yet it continues to increase its fees to unsustainable levels delivering variable services across the country. It is always interesting to note that the expectation from the regulator is based on a strict guideline which is implemented inconsistently by their own inspectors and yet when we look at the inspection on the day scenario of care services there is an expectation that all staff will deliver in a consistent manner.

National Care Association calls for the regulatory framework to be consistently applied across the country

The provider who accepts Local Authority (LA) funding is providing care services on behalf of the public sector be it in a private setting – what that means is that they have a responsibility to ensure that the care required is appropriately funded. The fact that LA’s have systematically used their dominant position as commissioners to manage the market is the root cause of the underfunding we face.

The fact that we have Authorities with fixed ceilings for care home funding demonstrates the point, for example:

- Blackpool - £476 per week
- Bury - £460 per week
- Hartlepool - £521 per week maximum

Other Authorities will breach their ceiling as they just cannot find places if they don’t, for example:

- Oxfordshire - £493 per week but breach this in 94% of cases
- Poole - £490 per week but breach this in 84% of cases
- Solihull - £549 per week but breach this in 74% of cases

- Sandwell - - £408 per week (£459 for dementia) but breach in 56% of cases

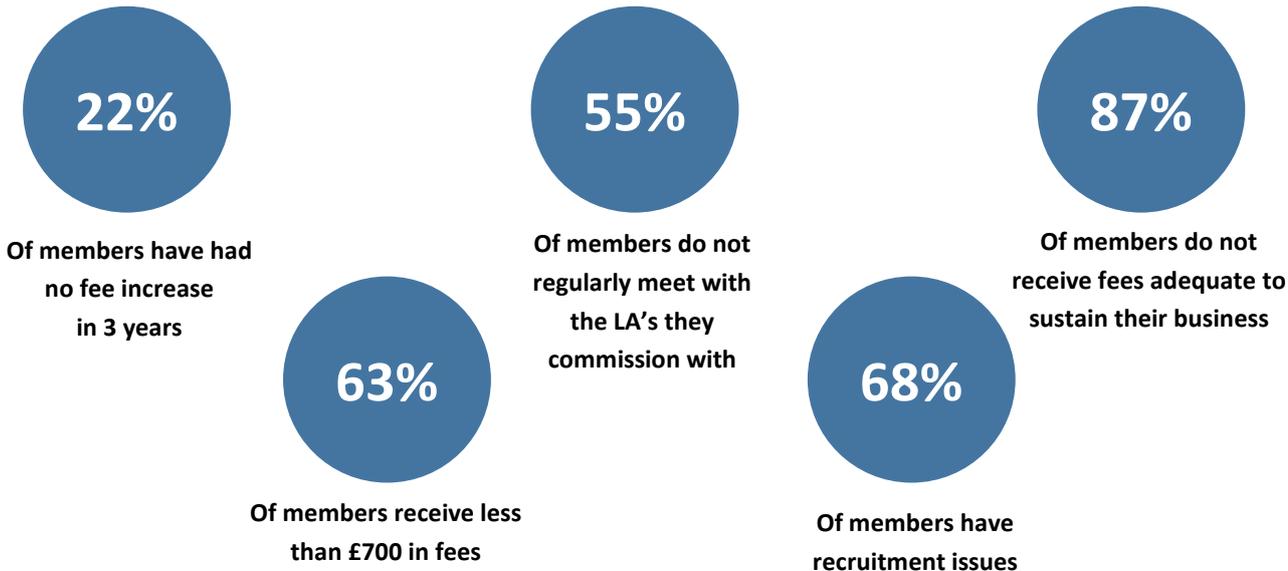
(SOLLA in Investment Insight from Later Life asset management)

National Care Association calls for Local Authorities to engage with providers in a meaningful way to recognise the partnership model required to ensure service users are funded based on their assessed care needs.

Colleagues continue to highlight the issues that face the Home Care elements of Social Care where the funding does not match the needs as assessed to deliver care which promotes independence. We have heard the latest strategy which looks at

Prevention from the Secretary of State and we welcome it as that has always been the most efficient way to respond to need. If we could assess and create prevention strategies which are properly funded jointly with Health – now that would kick off integration!

The Green Paper promises much but will it actually deliver anything? Is it not time to start to take action rather than work out strategies? We have wasted three decades on not being able to address what was predicted following numerous reports so I think it's time to work on the action plan...we can only challenge government to Dare to Care...



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Nadra is amazing and I enjoyed every speaker presentation.

Such relevant information thank you very much

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Very good day
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I always find your events are really helpful.



With thanks to the support of our sponsors and supplier we were able to deliver interesting and informative care study days covering:



DATA PROTECTION— Cura Systems

CORONER'S INQUEST—Browne Jacobson

EMPLOYMENT LAW—Healy's

FUNDING CHALLENGES FOR LA'S—Adult Social Services

FOCUS ON SOCIAL CARE—National Care Association

INVESTMENT IN SOCIAL CARE —Barclays

GOOD TO OUTSTANDING—CQC

RECRUITMENT — The Care Hub

NUTRITION — Apetito

PREPARING FOR CQC INSPECTIONS AND PREVENTING

ADVERSE OUTCOMES—Ridouts

CARE TECHNOLOGY— Courtney Thorne



The Care Hub
Care Recruitment Platform



Nadra is very inspiring and empowering

I enjoyed the day and I learnt a lot

All excellent, speakers very informative

Relaxed, open and honest discussion

Nadra is a fab speaker and inspirational! Thank you

Thank you NCA for organising this study day.
It felt like one big family

Really interesting day with excellent speakers

Care Study Days

Following the success of NCA's Business Clinics in 2017 we developed this further and launched NCA's Care Study Days for 2018 kindly sponsored by Barclays.

We have tried to reach as many of our members as possible through the care study days, choosing locations where the members request them. We know your schedules are hectic so we aim to make these days invaluable, covering topics relevant to your care service and enhancing your knowledge through an information packed day!

We have faced many challenges over the years as providers and the requirements on us to continue to expand our knowledge is at times exhausting. Our study days cover key areas that our members have highlighted to us as 'key' to their professional development.

The feedback we have had from our members has been very positive both with regards the training led by our experts and with the opportunity to engage with the presenters, NCA staff and local colleagues.

We would like to thank all of our speakers and exhibitors who give up their time to attend and let us learn from their expertise. Their continued support allows us to provide our members with these training days at cost price.

We are led by demand in choosing locations for our care study days—so if we have not visited your area and you are keen to attend in 2019 please do get in touch with us.

Visit: www.nationalcareassociation.org.uk/events

Soon to be announced - 2019 events



BRIGHTON



NEWCASTLE



FOLKESTONE



OXFORD



Going paperless in a week (for free)

Andy's residential care home is a lovely Tudor-style house, near Cirencester. He found Log my Care whilst he was searching for an electronic care system. He had recognised the benefits of care management systems from implementing one for his other care business and wanted to see those benefits in his care home too.

After seeing Log my Care first-hand, his Care Manager (Katie) and Ops manager (Susan) decided to set the aim of going paperless in their home in a week. They loved the design and intuitive nature of the Carer App and how clean and simple the Care Office was to use.

"I knew we needed to update the way we were recording care. The care team were spending a lot of time everyday writing up their notes and I knew there had to be a better way. I set them the challenge of going paper-free in a week." – Andy, Home Owner

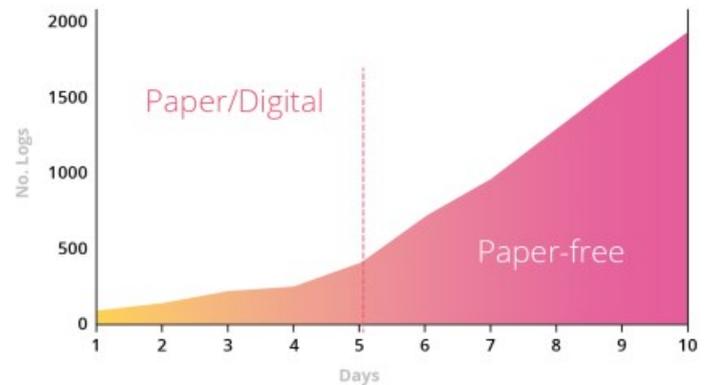
Having looked at the long list of other systems, they decided to go ahead with Log my Care. Being completely free, it was a very low-risk option for them. If they didn't like it, they knew they could remove their data and go to another system.

They checked their Wi-Fi coverage and bought 5 Android smartphones off Amazon at £75 each to allow their carers to record at point of care. After a bit of instruction from Sam, Log my Care's founder, Tessa (a tech-savvy senior) set up their 20 residents, added their care plans and set up their to-do lists.

"The system was really simple to use once I got the hang of it. Being able to talk to Sam in the first instance really helped me though. I knew that if I had any questions all I needed to do was ask and I'd get a response right away" – Tessa, Senior Carer

That Monday at 8 am, the first carers were shown how to use the Carer App and started using it during their shift as a trial, keeping paper records in tandem. By the end of the week, Andy, Susan and Katie were very happy that everything was getting recorded properly and were pleased with how easy the care team had found using the App.

The following Monday, they decided to fully adopt the system and use Log my Care for all their care recording! Within the week, they had made an amazing 2,000 care logs as a team, this was around double the number of paper care notes that had been recorded in the past.



Part of the reason for this increasing volume and quality of care recording is the use of pre-embedded data throughout Log my Care. The innovative 'Quick-log' helps carers to build full, detailed care notes in a matter of taps. It's great for members of

EU Settlement Scheme: employer toolkit

The employer toolkit equips employers with the right tools and information to support EU citizens and their families to apply to the EU Settlement Scheme.

WHAT DOES THE EU SETTLEMENT SCHEME MEAN FOR EMPLOYERS?

- You have a duty not to discriminate against EU citizens in light of the UK's decision to leave the EU as both a prospective and current employer.
- Current 'right to work' checks (e.g. EU passport and/or national ID card) apply until the end of 2020. There will be no change to the rights and status of EU citizens living in the UK until 2021.
- You are not expected to pay/support the cost of the EU Settlement Scheme application for your EU citizen employees. You are welcome to do so at your discretion.
- There is no legal obligation for you to communicate the EU Settlement Scheme, however you may wish to signpost the information that the Government is providing.



EU Settlement Scheme Introduction to the Employer Toolkit Summer 2018



You do not have to interpret information provided by the Government and you must be careful not to provide immigration advice.

The employer toolkit contains relevant materials for you and your employees, including a practical communications plan. These can be downloaded and used before the EU Settlement Scheme goes live. The Scheme will be phased in this year, and will gradually open more widely until it is fully open by the end of March 2019.

You can access your employer toolkit via the GOV.UK website or through the useful links page of the NCA website.

nationalcareassociation.org.uk/resources/useful-links

80
logs per hour
by day 5

370%
more care notes
after 5 days

Katie's care team who were uneasy about using a care management system and gives them more time with their residents.

"I used to spend ages writing my notes and trying to remember exactly what I did and when. Log my Care makes it so much easier. I cannot believe that I can record everything I've done so quickly" – Dawn, Care Assistant

Katie's care team have been great at feeding back improvements to Log my Care. Many suggestions were implemented the same day. A great example of this was the quick-log for Health Professional visits, which had many of the most of the common

options already but we were asked if we could add some others such as 'audiologist'.

"I knew that we did certain things in a very specific way, which I wanted Log my Care to facilitate. I am very proud of our Good CQC rating and having a care system that helps support our best practice. I am easily able to look at the information the carers are recording and spot areas where we need to focus our attention on as well as highlighting where we are strong. Log my Care helps to identify and then share this knowledge across the team" – Katie, Manager

"We were very proud of how well Andy's home has gotten up to speed with things. It really goes to show that anyone can switch, even with ambitious timelines" – Sam, Founder of Log my Care.



FREE Care Home Software.

Log my Care is the easiest way to ditch paper care recording and improve the quality of care in your care home.

Log my Care is a fully functional care management system that comes in two parts. The 'Care Office' where Care Managers schedule care delivery and receive reports in real time. The Second is the 'Carer App' where Carers record care notes at point-of-care and instantly see everything they need to do.



Create your free account today
logmycare.co.uk

For Managers & Homeowners



Set carers 'To-Dos' and see them populated instantly



Store residents' documents, care plans and assessments



View residents health metrics visualised and trends

For Carers & Frontline Staff



Access resident care notes wherever you go



Instantly see what you need 'To-Do' next



Log the care you give in just a couple of taps

Chat with us
020 814 6305
hello@logmycare.co.uk

Discover how your care home could benefit from electronic care recording and use the system for free visit:
www.logmycare.co.uk

I AM SMART—Preventative Assessment Framework

Small changes in a person's manner and well-being can often be the first signs of a range of illnesses. Spotting these changes early and addressing them quickly is an essential goal for care providers.

The I AM SMART assessment tool has been developed by Insequa as a carer's aid. Using the tool, you and your staff can:

- help avoid hospitalisation
- prevent increases in the amount of additional care and support required
- provide a big picture record of a person, even when care is delivered by multiple carers

How does it work?

I AM SMART is a mnemonic to help Care Staff spot important changes in the condition of Service Users, thereby helping you provide preventative and safe care and support. The assessment makes it easier to record issues that require observation and offers a go-to framework for easy reference.

Individual

Attitude

Motivation

Speech

Mobility

Appetite

Responsiveness

Temperature

You can download I AM SMART free at www.insequa.co.uk/i-am-smart/ or through the useful links page of the NCA website. You can save this to use, print out or share with staff.

nationalcareassociation.org.uk/resources/useful-links

New dementia unit utilises smart care technology

Green Park Care Home in Warrington has recently opened a new 18-bedroom home for residents with dementia. The SMART care technology is among the new home's initiatives to provide residents with outstanding care.



Orchard Care Homes, which runs Green Park, designed a new Dementia+ unit to create an enhanced setting that meets the needs of residents with advanced dementia and more complex needs while developing a positive working environment for staff.



Reminiscence rooms in the facility have been set out as a parlour and a cafe, while a multi-purpose room will allow for 'mood-boosting activities'. Additionally, residents will be able to gain

easier access to the home's garden area.

Courtney Thorne, the UK's leading care technology provider, was chosen to design and install a Nurse Call system which also enables residents to call for assistance whilst they are on the move anywhere in the site. Wearable technology is part of the Altra Care – SMART wireless nursing call system. It ensures that staff are automatically alerted in the event of a fall and identifies the person and their location. This means residents will be able to enjoy new activities feeling safe even if they are outside in the garden.

David Williams, interim head of regional operations at Orchard Care Homes, who led the project at Green Park Care Home said:

"We are delighted to open the new Dementia+ unit at Green Park, which we are confident will play an important role in the care landscape of the local area. The use of wireless assistive technology will be key in providing a high level of quality care in a setting that has been designed specifically for those living with greater medical needs. The data captured by the nurse call system such as response times will complement our own new initiative around eCare planning, which enables us to quickly access accurate care records and ensure compliance in aspects of clinical governance."



LET LOOSE

SAFELY WITH WEARABLE NURSE CALL



No matter where the action takes place, you'll know if there's a call or a fall



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Find out more at www.c-t.co.uk

The new direction that changed my life

At the Care Workers Charity, we like to share stories from those inspiring individuals from the care sector. As such we started running a writing competition for care workers to submit entries about their daily lives and celebrate the passion of staff who routinely go the extra mile.

The first of our winners, Andrew Edwards, who is a CAREGiver at Home Instead Senior Care, Southport told us about his experiences joining the care sector.

“It was the breakthrough moment I will never forget.

My client had had difficult night, which had turned into an even more difficult morning. Disorientated, upset and confused, he didn't know where he was, whether it was day or night, or where his wife was. He certainly didn't remember who I was as I found him stood alongside his bed in his pyjamas as I arrived to support him in getting up and about for the day.

Yet 15 minutes later we were laughing together, he was reassured, and I heard the words you never forget as a CAREGiver – ‘Thank you, you're a star.’

Patiently and with clarity I had told him it was first thing in the morning, he was in his own home and his wife was downstairs making him a lovely mug of tea and his breakfast. I told him it was fine to forget things and started to talk about those distant, treasured memories that I knew he still had locked away in his mind; his evacuation during the war, the day he played football at Everton's Goodison Park ground and how he used to do the scoring for his dad's cricket team. Soon he was showered, in his clothes and downstairs getting stuck into a round of jam on toast.

It's the warmth you get from those small victories that make this challenging occupation so rewarding. I had come into the caring profession from an entirely different background, as an executive who had taken early retirement, but wanted a new challenge – one that gave the chance to give something back. It's only been around three months now, so it still feels very new to me, but it's been three months that have changed my life ... and my outlook towards the elderly.

I'm caring for five people now, aged between 70 and 90. From each one of them I have already experienced uplifting moments that help to convince me that the highs massively outweigh the lows. The extensive training I received at Home Instead prepared me well for my first clients and the support I have had along the way has been invaluable. But I think there is something special in the hearts of people who have chosen to care for others as a profession.

It's not for everyone. One minute you are helping a client to use the toilet or assisting somebody out of the bath. But then you are sitting down with a wonderful human being who has lived an extraordinary life. Someone who was once the kingpin of their profession and highly respected by their colleagues – as

you can see from the good luck retirement card in their memory box. Someone who once played football and cricket at the highest level, someone who remembered building an Anderson shelter in their garden during the Blitz. Someone who remembers being allowed to open and close the level crossing gates at the railway line outside the village they were evacuated to during the war. Someone who loves their wife, their grown-up kids and their grandchildren. Someone who still deserves to be treated with dignity and respect. Someone who must be in the most terrible of dark places when they can't remember those beautiful moments in their life any more. It's a privilege to know and to help these people.

I've sung songs, shared jokes, jogged memories and swapped stories with some lovely senior citizens – and I have every intention of doing so for as long as I am fit enough and capable enough to do so.”

We are delighted to introduce The Care Workers Charity (CWC) with which National Care Association are working to increase awareness of its work within the sector.

The Care Workers Charity provides hardship grants for the UK's 1.5 million care workers on their rainy day. Working to help current, former or retired care workers who may face financial limits, our charity aims to ensure that no care worker will ever face financial hardship alone. We are proud to award hardship grants of up to £500 to support unexpected and unforeseen circumstances. This might include sudden unexpected illness or injury, loss of home or relationship break-downs.

You can get involved today by joining the charity's Supporters Club. In the last twelve months its membership has grown significantly, with members taking advantage of the great benefits on offer (such as 33% off Perkbox membership).

If you would like to find out more about our support and for details of membership visit our website - www.thecareworkerscharity.org.uk/

Supporting



the
care
workers
charity

NCA Response to Government Consultations

NCA's response to the Lords Economic Affairs Committee: Social Care Funding in England

Extract from the response: "The challenges have escalated as budgets have been cut with the lions share remaining within the healthcare sector despite the fact that the role of social care has been changed beyond recognition to embrace some of the traditional roles of the NHS. As long stay geriatric wards and mental health facilities were closed, we saw the client group being moved into social care provision with less than a third of the finances. Therein lay the recipe for failure. This meant that social care needed to deliver health care needs at social care prices and train staff to healthcare levels without any additional funding.

Clearly if social care is now looking after people at the end of life or stroke recovery, peg feeding, dementia etc. we should make sure that the budget received for those services does not remain exclusively in the Health budget allocation but that it is evaluated and allocated in a way that it is truly person centred and follows the individual in need of the service, whatever the setting. The budgets MUST be transparent demonstrating that they are being used to support people in all health and social care settings based on their assessed care needs."

NCA's response to the Migratory Advisory Committee's Call for Evidence

National Care Association were asked to provide evidence to the Migratory Advisory Committee on EEA-workers in the UK labour market, on behalf of our members.

A survey of our members highlighted that:

- care services are reliant on EEA workers (78% of care services employ EEA workers)
- recruiting has become more difficult since Brexit (73% of care providers find recruiting EEA workers more challenging now)
- quality of service could deteriorate as the recruiting 'pool' has less experience without the EEA workers

We advised the committee:

- Care providers must continue to have access to the EEA workforce
- More investment is required to improve the image of a career in social care
- Care providers need access to more training and development resources - in recent years the barriers to training funds has meant securing support is time consuming and costly.

"We would urge that the Committee considers the long term implications of the recruitment crisis we currently face as it reports on its findings. The demographic facts of the growing need for social care can no longer be challenged — we have to ensure that we have clarity about how we are going to deliver quality

services when we are resource poor. The resource I refer to in this context is the workforce, although the financials cannot be ignored as the two components are linked – one without the other creates instability and so leads to the fragility of the sector. We also feel that the image of social care has been damaged to such an extent that recovery from it must be planned carefully, we want to attract local citizens to consider working in health and social care as a career option. High profile failings in Health Care (such as Winterbourne View and Mid Staffordshire) have had a direct impact on the social care sector, despite the fact these were NHS facilities. It is important to note that, social care provision currently is delivering assessed health care based needs. This means both the NHS and Social Care are increasingly struggling to recruit from an ever decreasing pool of staff. It is important that MAC recognises the crucial role of social care in assisting the NHS to deliver its commitments. We have a shrinking social care sector with a loss of 4000 nursing beds due primarily to shortage of nursing staff. This trend is set to continue which will inevitably compound the chronic bed blocking situation in NHS facilities throughout the country."

NCA's response to the Low Pay Commission's Consultation

National Care Association were asked by the Low Pay Commission to submit a response to their consultation on the National Minimum Wage and National Minimum Wage and the economic outlook for the sector.

On behalf of our members.

Below is a summary of our key points:

- We would suggest you should be more cautious as the social care market can not sustain continual increases in costs as the purchasers of care can not afford the increased fee.
- The social care sector is struggling with poor fees and shortage of staff.
- Increases in wages are desirable however they are tipping business over the edge.
- In social care the economic outlook is poor, government needs to increase the budgets that commission social care services, as the sector is at a tipping point.
- A premium for non-guaranteed hours will impact employer's flexibility to deliver services, this primarily effects home care services where the service is commissioned by public sector commissioners on contact time with the service user. That said the trend of giving zero hour contracts is reducing.
- Growth in elderly population with increased care needs requires more training, however we are not convinced apprenticeships are the way forward.

The full response from NCA can be found in the members area of our website

nationalcareassociation.org.uk/members-area



2018
Representing | Influencing | Challenging
Responding | Guiding | Supporting



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CQC's 2017/2018 State of Care Report



State of Care is our annual assessment of health and social care in England. The report looks at the trends, shares examples of good and outstanding care, and highlights where care needs to improve.

This year's report finds that most people in England receive a good quality of care. Our ratings show that quality overall has been largely maintained from last year, and in some cases improved, despite the continuing challenges that providers face.

Some people told us about the outstanding care they have received and how some individual services have changed their lives for the better. Others told us about the poor and sometimes disjointed care they have received.

We found that people's experiences of care often depend on how well local systems work together where they live. Some people can easily access good care, while others cannot get the support they need. They may experience disjointed care, or only have access to providers with poor services.

This builds on what we saw in *Beyond barriers*, our report looking at how services work together to support and care for people aged 65 and over.

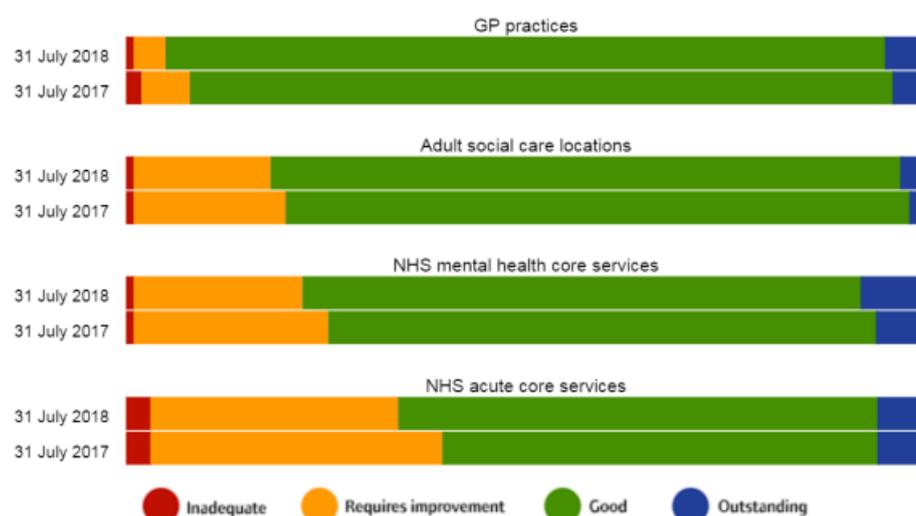
5 factors affecting the sustainability of good care

The challenge for all local health and social care services is to recognise the needs of their local populations and find sustainable solutions that put people first. In this context, we have considered 5 factors that affect the sustainability of good care for people:

Access

Access to care varies from place to place across the country. Some people cannot access the services they need, or their only reasonable access is to providers with poor services.

Chart: Overall ratings by sector, 2017 and 2018



Quality

The overall quality of care in the major health and care sectors has improved slightly. At the same time, too many people are getting care that is not good enough.

The safety of people who use health and social care services remains our biggest concern.

There were improvements in safety in adult social care services and among GP practices. But while there were also small safety improvements in NHS acute hospitals, too many need to do better. NHS mental health services also need to improve substantially.

Workforce

Workforce problems have a direct impact on people's care. Getting the right workforce is crucial in ensuring services can improve and provide high-quality, person-centred care.

Each sector has its own workforce challenges, and many are struggling to recruit, retain and develop their staff to meet the needs of the people they care for.

Demand and capacity

Demand is rising, not only from an ageing population but from the increasing number of people living with complex, chronic or multiple conditions, such as diabetes, cancer, heart disease and dementia.

Providers face the challenge of finding the right capacity to meet people's needs. Services need to plan – together – to meet the predicted needs of their local populations, as well planning for extremes of demand, such as sickness during winter and the impact this has on the system.

Funding and commissioning

Care providers need to be able to plan provision of services for populations with the right resources, so good funding and commissioning structures and decision-making should be in place to help boost the ability of health and social care services to improve.

Funding challenges of recent years are well known, and in June 2018 the government announced an extra £20.5 billion funding for the NHS by 2023/24. However, at the time of publication, there is no similar long-term funding solution for adult social care.

Source CQC.org.uk

Food Allergies in a Care Home Setting

Care environments have to cater to the needs of a large number of different people, which is why when it comes to managing allergies, it can sometimes be a complex topic. According to Food.Gov, there are approximately 410,000 older people living in residential care and nursing homes across the UK - that's a lot of people with a lot of different needs to cater to.

Residents of care homes are particularly vulnerable as they are reliant on others to provide their food, have a reduced immunity due to age and may not be able to directly communicate that they have a food allergy.

In the UK, Allergic reactions and cases of Anaphylaxis have become more common and more prevalent over the last 18 months, this is due to a lack of knowledge and understanding of the causes of most allergic reactions and the inability to identify what those issues are to help prevent future incidences.

Let me ask a few simple questions –

Do you know how many of your residents have allergies or food intolerance issues?

To help prevent possible allergic reactions or complicated food intolerance issues, would you like to provide an additional essential care service?

If you answered Yes to the above questions, UK Allergy Solutions can provide detailed food allergy testing services for all your residents and help provide piece of mind and be safe in the knowledge that all practical preventative measures have been taken for the safety of your residents.

Our allergy testing service can include an informative allergy non-invasive skin test that provides clarification on potential allergic issues on basic foods such as Eggs, Wheat, Nuts, Shellfish, Milk and many others up to a detailed, complete food testing panel that covers up to 40 different allergens.

This simple 10-minute test is done on site and based on the results we can determine potential allergic issues that can be identified and then excluded from any dietary menu items and specific for that resident.

What foods are people allergic to?



Although many foods can trigger an allergic reaction in a susceptible individual, some are more common than others. In the UK, allergies to peanuts, tree nuts (such as almond, walnut and hazelnut), wheat, cows' milk, fish and egg are the most common.

Depending on the food involved and the sensitivity of individuals, symptoms associated with food allergy or intolerance can appear immediately (within minutes). They can also take several hours or days to manifest. Symptoms can range from mild irritation to severe or life threatening anaphylaxis and may affect the skin, oral cavity, gastrointestinal tract, respiratory tract or the eyes.

Care providers, remember, as a duty of care and as a legal obligation, resident food allergy needs have to be recognised while in care provision.

Benefits of our Service –

- Non-Invasive Test
- Detailed Reaction report
- On site testing
- All testing equipment and administration provided as part of the testing fee
- Exclusive safety preventive measure for all residents
- Fully qualified, trained and certified medical staff

To discuss further your requirements please;

call 07958-352759

or email us at info@ukallergysolutions.com



An Insight Into PASSsystem In Under 3 Minutes!

The world is constantly moving forward and everyLIFE is no different. We work to evolve our product because it ensures that we can provide a system that has the ability to fulfil consumer needs into the future. Digital care can only advance and we are delighted to be at the heart of the action. In the name of progress, we'd like to share with you a bit of a timeline of our platform's progression over the years.

2014: The PASSsystem changed how care could be delivered. For the first time ever, care workers were given the ability to see and update live, detailed information relating to the care of the individual receiving support. The sheer scope of this information – from personal preferences, medication details and outcome objectives to care plan instructions – was a first for the sector. The fact that PASS had made all of this available, in real time, on mobile devices, was truly transformational.

2015: This year saw hundreds of care providers implement the PASSsystem to ensure greater safety for their service users and staff, and improved efficiencies in their businesses. By this point, it had already become the most popular care management platform in the UK.

2016: The PASSsystem platform opens to roster providers, giving care businesses the freedom to choose their software partners and integrate their care planning solution with the roster provider of their choice. The PASSsystem extended care information transparency to family members, care professionals and commissioners with the launch of openPASS, another mobile first.

2017: PASSsystem launches to the residential care space, challenging the traditional use of inefficient and insecure paper-based processes. Drawing on the skills of what is now the largest dedicated engineering team in the care technology sphere, PASSsystem continues to develop ground-breaking functionality

and grow its user-base. PASSsystem is now established as the industry standard in mobile care management.

2018: A crucial part of everyLIFE's immediate and ongoing focus this year, has been on managing risk, security and data management, helping customers to achieve corporate and regulatory compliance with all the security and real-time data auditing capability of modern care management software in the face of changing regulatory and legislative requirements.

And now, for 2019, we are excited to announce the launch of the PASSsystem 20:20 Edition with INSIGHT Dashboards. For the first time, we can now provide care managers with an even more detailed, clear vision and knowledge of their service users, their staff and their own businesses. Another transformational event in the delivery of care and advanced functionality from the future of care – available to care businesses now!

Furthermore, PASSsystem 20:20 Edition is future-ready to seamlessly integrate further game-changing features and functionality that will continue to drive up care quality, while also meeting corporate and regulatory and compliance obligations, and keep care businesses safe, efficient and successful for the coming years.

We are extremely grateful and humbled by the results produced by customers already using the PASSsystem and giving us their continuous support and feedback, which has enabled us to produce quality improvements.

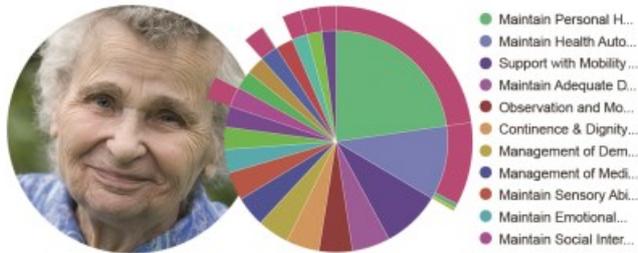
From all of us here at everyLIFE, we hope you enjoy the PASSsystem 20:20 Edition in 2019, making sure you stay ahead of the game!



Would you recommend us? 10% membership referral scheme

Recommend us to another care provider and **both receive 10% off** your annual membership when they join National Care Association

How well do you **REALLY** know Mrs Jones?



In the UK, we've been discussing personalisation for well over a decade, but somehow we still have very little to show for it.

Everybody knows it's the right way to go, but how on earth do you define it? How do you measure it? How do you possibly begin to commission against it?

Digital care planning has finally made it possible.

It is now entirely possible to make sure that 'Mrs Jones' is receiving all her essentials in terms of her food, fluids and medications, whilst at the same time building the perfect care plan around her happiness.

It is now possible to set and, critically, to measure entirely qualitative goals alongside the quantitative necessities. It is now easy to track progression along an individual outcome-focused journey and to do so in real time. This means that care may be commissioned and measured and paid-for upon the basis of entirely subjective personal goals and preferences, rather than simply the number of minutes spent on site.

This approach can actually save money for the commissioner and the care provider because effort is far better targeted. The new **INSIGHT** dashboards with PASSsystem 2020 Edition finally make it possible to really know 'Mrs Jones'.

New INSIGHT dashboards with PASSsystem 2020 Edition. Creating Happiness. Saving money.

t. 0800 689 3068
 e. demo@everylifetechnologies.com
 w. everylifetechnologies.com



UK care homes – consumer law advice on the charging of fees after death

The CMA opened an investigation under consumer protection law, including laws on unfair contract terms, following concerns that a number of care home providers' contractual terms and practices might be unlawful. The CMA has now published its final report and advice. The purpose of this advice is to help care homes understand and comply with their responsibilities under consumer law following the death of a resident.

A summary of the CMA's approach:

Do not:

- Be afraid to discuss with prospective residents and their representatives the rights and obligations of a resident who dies during their contract with you;
- Hesitate to inform sensitively a resident's representative of their rights and obligations shortly following a resident's death including the time period they have to remove possessions, what will happen if they do not meet this timeframe and any charges that may arise;
- Charge fees for more than a fixed period of three days, following the resident's death;
- Alternatively, charge fees after possessions are cleared from the room by the resident's representative or, if this is not done, beyond ten days;
- Require a third party top-up payer to continue to make

payments, after the resident's death, when the local authority's payment period has stopped;

- Raise the level of fees payable after a resident's death in order to cover a shortfall in State funding;
- Clear a resident's room of their possessions without informing the resident's representatives first and giving them a reasonable opportunity to clear the room themselves;
- Charge the resident's representative inflated storage charges;
- Reserve the right to take ownership of a resident's possessions which are not collected from your care home;
- Dispose of or sell the resident's possessions too quickly;
- Dispose of or sell the resident's possessions without giving their representative adequate notice of what you intend to do; and
- Reserve the right to keep all the proceeds from a sale of the resident's possessions.

The full report and advice can be found online at www.gov.uk/government/consultations/care-homes-for-the-elderly-charging-fees-after-death



Ten tips to protect your business from illegal workers

You no doubt have a process in place for making Right to Work checks and you're aware of the risks of employing illegal workers. But making the correct checks and maintaining records for staff can be complex, time-consuming and a worrying administrative challenge. Here's ten tips to help:

- 1. Deter** Let potential employees know that you check identity documents thoroughly as a powerful deterrent for those who may try to use fraudulent or counterfeit documents.
- 2. Prove it** It's your employees' responsibility to prove their permission to work in the UK. But your business could be prosecuted if you employ someone when there is 'reasonable cause to believe' that they are working illegally. So, if someone is being vague about their visa or right to work document or doesn't present them when asked, then alarm bells should be ringing.
- 3. Go online** The Government publish a list of acceptable Right to Work documents and provide an online tool which covers the different checks needed. Check the list regularly: if a document's not listed, it's unlikely to be acceptable but...
- 4. Ask for advice** With so many different passports and visas in circulation and rules constantly changing, things can get confusing. But help is available from the Home Office Employer Enquiry helpline: Tel: 0300 123 5434
BusinessHelpdesk@homeoffice.gsi.gov.uk
- 5. Check and check again** You can compare documents and their security features to an online image library – such as EdisonTD or PRADO. Trust your instincts - if something feels wrong, double-check the document and consult with a colleague or with the Home Office.

6. Become detectives Get your teams interested in the visual security features in ID documents and they'll be more confident in spotting counterfeit documents.

7. Have a back-up Sometimes the internet fails or there's a power cut ... so buy an inexpensive UV torch for additional security when making manual checks.

8. Know when to check again Keep a record of when documents expire and re-check them before this date. Identity validation software can do the hard work for you but standard calendar reminders work too.

9. Stand up for audit Make sure your records are up to date to pre-empt a potential audit, from immigration enforcement or one of your customers. Take copies of all documents checked (record who made the check and when) before an applicant starts work. You need to keep copies during their whole employment and for two years after they leave.

10. Use technology for peace of mind Home Office guidance recommends Identity Document Validation Technology (IDVT) to help quickly and easily establish the authenticity of identity documents. IDVT can save you time and worry when making identity checks as well as reducing the risk of employing illegal workers.

TrustID's range of ID validation services are quick to implement, affordable and store a complete audit trail of document checks. And our expert helpdesk team are also on hand to offer advice or help with anything suspicious.

<https://www.trustid.co.uk>

Useful website links

Disclosure and Barring Service

www.gov.uk/government/organisations/disclosure-and-barring-service

Avoiding common mistakes on the DBS application form

www.gov.uk/guidance/dbs-check-requests-guidance-for-employers#avoiding-common-mistakes-on-the-dbs-application-form

Trusted ID documents

www.gov.uk/disclosure-barring-service-check/documents-the-applicant-must-provide

DBS eligibility guidance

www.gov.uk/government/collections/dbs-eligibility-guidance

DBS Update Service: employer guide

www.gov.uk/government/publications/dbs-update-service-employer-guide/dbs-update-service-employer-guide

Right to Work?

Check employee ID with confidence

- ✓ Check passports, ID cards, Biometric Residence Permits, visas and supporting documents from countries across the globe
- ✓ Use our Right to Work check list to ensure compliance with Home Office Guidelines
- ✓ Suitable for checking a few documents or thousands
- ✓ Office-based or remote checking solutions
- ✓ Document Helpdesk with government trained experts for further advice and guidance



Prove compliance
Protect your staff and residents
Prevent illegal working

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TRUST ID

Should you be doing your DBS applications on-line?

10 reasons why some of our members still think they need to do their DBS application on paper

The applicant will not be able to sign it.

✓The application is digitally signed automatically.

It will be too complicated and I do not have time and we need our potential staff to start working as soon as possible.

✓NCA gives a personal service for support and advice by an online DBS administrator.

✓Depending on the applicants address and name history the average on line DBS application has the full certificate to download within 5 days—faster than a paper application.

I won't be able to pay for it as we do not have a company credit card?

✓You can pay us by BACS each time or by creating a reducing balance.

It's too expensive.

✓It cost more to do an enhanced paper application than it does an enhanced online application.

I do not want to pay the registering fee.

✓Its free to register through National Care Association

The applicant has not brought in enough ID.

✓This will fall into external validation, where the applicant details will be searched for more ID and if it passes the application can go through.

The applicant has lived abroad and has foreign addresses.

✓As long as you have address you can put any country addresses in the address history.

The applicant cannot initially get into our office to put their details on line, or our applicant does not want to use a computer?

✓You can send over a link to the applicant's personal email so that they can fill out the application at their leisure. Or you could get the applicant to fill out a paper form and you can transfer the information onto online.

I will not be able to request adult first check.

✓Adult first checks are available and are guaranteed to arrive within 24 hours.

I may not want to employ the applicant after they have filled out the application

✓You do not have to submit any of your applications to the DBS office just because you've completed them on line.

✓You can keep the applications on the system to up to 92 days

To find out more about registering for our online DBS service:

visit: www.nationalcareassociation.org/uk/DBS

call our DBS team on: 01634716615

email: dbsonline@nationalcareassociation.org.uk

Right to Work—GDPR?

Whenever we hear the news it all seems to be doom and gloom. With tightening controls around personal data (aka GDPR), reduction in European staff and the impending “no deal” Brexit, are we ready to face the new challenges?

Sometimes, especially in the care sector, regulations are looked at as things that are a burden rather than things that can help us.

GDPR – most of us who were registered with the ICO were already compliant with the majority of GDPR’s requirements. The main differences; being able to identify/classify on what basis you hold the Personal Identifiable information (PII) data and the increase of an individual’s rights over their data being held. It has also focussed the attention on the security of the data we hold. Why not take the opportunity to go paperless and embrace the change?

The advantages of going paperless

- Reduce the risk of losing someone’s data either through theft, fire or accidental loss.
- Improve the efficiency of record storage/management
- Refine your procedures for personal data handling and processing
- Increase your security around PII and be able to get hold of the information instantly

Staff management – we all must ensure that checks are performed and are auditable. Whether these are at the beginning e.g. Right to Work, personal development during the workers employment or even exit processes when the person leaves.

Increasingly, records are being scrutinised more and more by various bodies like the CQC with reports in the public domain and, if negative is received it can be very damaging to the organisations reputation and future viability. Again, a robust documented process can help you succeed. Using technology, you



can streamline your business processes, reduce the cost and even use technology as a sales tool when you demonstrate your compliance to your clients.

Technology should

- Help you go paperless
- Ensure processes and procedures demonstrate your compliance with regulations
- Reduce costs by not doing checks until they are required
- Improve your overall efficiency for management of your workforce

The care industry in particular (with many workers being European) is increasingly reporting that finding and retaining staff is getting more challenging. As a result, servicing your clients may soon be impacted either through increased cost or the inability to supply resources when requested. These challenges will continue but with efficient/robust processes the ability to reduce the impact of externally enforced changes should be lessened leaving you with the opportunity to shine as leaders in the care sector.

The role of technology varies and we at uComply believe that a measured uptake is the responsible way to go for all employers.

STRUGGLING WITH BUSINESS PLANNING?

The National Care Association is delighted to offer its member a business planning guide which has been designed as a quick reference tool for writing a business plan that communicates to your staff, people using your service and their families, your aspirations for improving quality and ensures the sustainability of the service you are providing.

We have developed a business planning template to use in conjunction with this guide, which provides a structure for your business plan. We have included in the template within the section on finance, an optional budget sheet to be used for discussions with your Board and investors.

Only available to our members you can access this free resource by contacting info@nationalcareassociation.org.uk

Care is also about your Carers and Organisation

Who you are and what you do is important. Your staff are your public face they ensure the quality of care given is up to scratch, but the first step in caring begins with your own staff because.....



For Right to Work, even with technology checks need to be done correctly, consistently and in a timely fashion with evidential proof.

Do remember to apply these checks to all your workforce i.e. permanent, temporary or voluntary workers.

A point to bear in mind is that DBS does not validate ID documents.



We all need protecting, so why not increase you staffs' skill set with our **Solutions** :

- ◇ Demonstrate to the CQC higher levels of compliance in your onboarding process
- ◇ Protect your organisations reputation avoiding the pitfalls of illegal working
- ◇ Show a level of commitment to your staffs' development program.

Remove the risk of fines and/or imprisonment and improve efficiency.



Find out how to improve your Right to Work onboarding process visit us www.ucomply.co.uk or, call us on 01707 800 840 or, enquiries@ucomply.co.uk

Disclosure & Barring Service FAQ's

What ID does the applicant need to provide?

The ID documents needed will depend on the route the application takes. The applicant must try to provide documents from Route 1 first.

www.gov.uk/disclosure-barring-service-check/documents-the-applicant-must-provide

What if the applicant's identity cannot be established using one of the three routes?

If you or your ID checker cannot establish an applicant's identity in accordance with DBS ID guidelines then you should mark W59 on the application form with a NO.

Applicants who are unable to provide the required documents will then be asked to give their consent to have their fingerprints taken in line with the current procedure. Employers should note this will require attendance by the applicant at a police station at an appointed time, and may add delay to the overall application process.

Is my current DBS application transferable?

Only if the applicant has subscribed to the DBS update service and is staying in the same workforce detailed guidance for employers.

www.gov.uk/government/publications/dbs-update-service-employer-guide

How can I join the update service?

You can register online as soon as you have your application form reference number. You can ask for the number when you apply for your DBS check. Or you can wait and register with your certificate number when you receive your DBS certificate. If so, you must do so within 19 days of the certificate being issued.

secure.crbonline.gov.uk/crsc/apply?execution=e1s1

How long is my DBS application valid for?

Although a DBS check has no official expiry date, any information included will only be accurate at the time the check was carried out. It is up to an employer to decide if it's recent enough or suitable for the current purpose. Generally it is best practice to get an employee re-checked every three years or whatever your Contract with the local authority states.

A prospective employee had a DBS done last month through another employer can I use this?

Only if they have subscribed to the Update service

How can I track my DBS application?

To check the progress of your DBS application use the DBS tracking service. In order to use this service you will need to have the Form Reference Number and the Date of Birth of the applicant.

secure.crbonline.gov.uk/enquiry/enquirySearch.do

Supplier Directory

Aid Call

sales@aidcall.co.uk
0800 052 3616
www.aidcall.co.uk

Badgemaster

customerservices@badgemaster.co.uk
01623723112
www.badgemaster.co.uk

Bevan Brittan

www.bevanbrittan.com/socialcare
0370 194 1000
www.bevanbrittan.com

Blue Mountain Recruitment

contact@bmrjobs.com
07828010864

Boots Plc

care@boots.co.uk
01159 494 047
www.boots.co.uk

British Gas Business Services

Marty.Drumm@britishgas.co.uk
07789571984
www.britishgas.co.uk/business/energy-services

Brown Jacobson LLP

0370 270 6000
www.brownejacobson.com

BVS Training Ltd

info@bvs.co.uk
0345 644 2866
www.bvs.co.uk

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www.cwj.co.uk

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www.confidentialdocumentdestruction.org.uk

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www.c-t.co.uk

Cura Systems

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www.cura.systems

everyLIFE Technologies

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0800 689 3068
www.everylifetechnologies.com

Facere Melius

darren.thorne@facere-melius.org.uk
07989595237
www.facere-melius.org.uk

Fulcrum Care Limited

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0203 411 4014
www.fulcrum.care

Hallidays

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0161 476 8276
www.hallidays.co.uk

Healy's

020 3733 6510
www.healys.com

Howden

careandmedical@howdengroup.com
01273 645 920
www.howdengroup.com/careandmedical

IPA Purchasing Ltd

01372 466 966
www.ipapurchasing.co.uk

JLA Ltd

0800 591 903
www.jla.com

Log My Care

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www.logmycare.co.uk

Peninsula Business Services Limited

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0808 198 7933
www.peninsulagrouplimited.com

Quality Care Consultants Limited

info@janettecuthbert.co.uk
01920 822255
www.janettecuthbert.co.uk

Quality Compliance Systems

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www.qcs.co.uk

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01388 810 310
www.sharpsmart.co.uk

TAG Medical

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Discounts DBS Service

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a national voice - a local concern*



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