



confidence in care

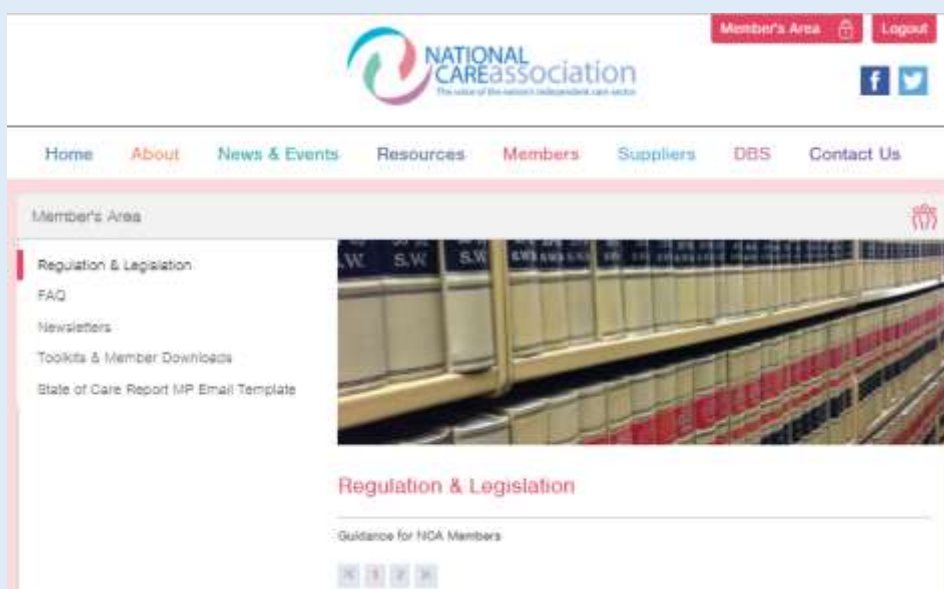


2019
annual newsletter

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

Bevan Brittan 

 **howden**



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Welcome, from Nadra Ahmed OBE

It would be an understatement to say that 2019 has been an unsettled year in the health and social care sector. Looking back my main memory is sitting in meeting after meeting on the impact of Brexit. It started in January with the deadline of March 29th 2019 which heralded the weekly meetings at DHSC and provider surveys on impact. If you participated in these thank you for your support. These helped us to get DHSC focused on the issues which could most impact providers and so without a doubt got us ready. Of course dates have moved and we now face a new government with new relationships to forge, so do watch this space.

We continue to support our members through challenging issues which are a result of poor fee settlements and challenging inspections. Board members are invaluable, being at the end of the phone to so many of our members across the country, and for this I would like to thank them, as they too are providers, so do this in their own time. Many of the board members also represent us at national meetings across various government departments and of course the NHS. These meetings are opportunities for us to raise issues which we come across through the membership and often result in small but significant changes.

As for the Association, we have been busy with our regional events as always and it has been lovely to meet so many of you. Once again we were grateful to be working with our sponsors, especially Howden who chaired each of the regional events so skilfully. Howden also hosted our very first Summer Party at their offices this year where our VIP guest, alongside the members, was Caroline Dinenege the Minister for Social Care. She was with us for most of the evening which was a real bonus for the members and guests present. We were also delighted to have actress and author Amanda Waring with us who provided an inspiring and thought provoking personal account of her experiences with adult social care.

As we go to print we eagerly anticipate the results of the General Election to see what commitments will transpire in 2020 for Social Care. The one thing we must do is ensure pledges are not broken, so we hope to continue to represent you and thank you for all your support.



Nadra Ahmed OBE
Executive Chairman of National Care Association



Nadra Ahmed OBE
Executive Chairman

Your National Care Association Team

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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Vice Chair Mandy Thorn MBE, Marches Care Ltd
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The team in the office are here to help with all your daily enquiries and can connect you with our sponsors and board members when needed

Ask the expert — a key part of your membership

A key part of your membership package is access to advice from our board when you need it. We can provide you with same day advice from experienced professionals who are experts in their field. A recent enquiry from one of our members led us to publish advice on English Tests for Nurses from board director Carol Smit.

[Published 12/09/19] Following a review by the NMC, nurses from outside the UK can now take either the IELTS exam or the Occupational English Test, which is already in use in Australia and New Zealand. In addition, if a nurse or midwife has practised for at least a year in a country where English is the first language, or studied in English, then they do not need to take a test.

The amendment was made to the Immigration Rules on Monday with the changes coming into force on October 1. Meanwhile, the NMC has also announced some further changes designed to make it easier for overseas nurses and midwives to join the UK register.

The changes, which will come into effect next month, will include moving from a paper-based to an online application system that allows people to track their progress. The new online system will launch on October 7. The NMC has also made a further reduction to the cost of the computer-based test that nurses, midwives and nursing associates must take to work in the UK. This will be reduced from £90 to £83 from October 1 – representing a 30% drop in the total cost since March this year.

Under current arrangements they must sit two English language tests – one set by the NMC and the other for the UK Visas and Immigration Service. However, the government said it made sense

to scrap the immigration service test because the standard demanded by the NMC was higher.

New information has also come to light from the NMC. See below.

Types of evidence we will accept

17 There are several types of evidence we will accept to demonstrate that you have the necessary knowledge of English to practise in the UK: 17.1

Evidence type 1: Recent achievement of the required score in the International English Language Testing System (IELTS) or in one of the other English language tests accepted by the NMC. You must achieve the required score in reading, writing, listening and speaking. 17.2

Evidence type 2: Completion of a pre-registration nurse, midwife or nursing associate programme that was taught and examined in English, composed of at 5 Article 3(14) of the Order 6 Article 3(4) of the Order Page 3 of 6 least 50 percent clinical interaction, and at least 75 percent of the clinical interaction with patients, service users, their families and other healthcare professionals took place in English. 17.3

Evidence type 3: Recent practice for one year in a majority English-speaking country.

So if you need advice, big or small, from general guidance on how to deal with a resident to legal or employment issues please do get in touch. We're here to support you our members.

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Altra Care from Courtney Thorne

Built on 50 years' experience in the care sector, Courtney Thorne developed the Altra Care range utilising smart-mobile know-how to provide a wireless system that combines proven radio frequency technology with Bluetooth and Wi-Fi.

The company is so confident that Altra Care offers the ultimate in wireless nurse-call capability and reliability that a three-year warranty comes as standard.

In addition to call buttons and pull cords, Altra Care includes wireless pressure mats, floor sensors and the 'Altra Wear' pendant giving residents complete freedom both inside and outside in the home gardens. Multiple sensors and a digital "microphone" detect falls and sends location information even if the resident is unable to raise the alarm.

Suitable for all residential care environments, including those that accommodate people with dementia, with names of residents appearing on the touch screen, ensuring that even agency staff can identify residents by name and location. Response times and call duration reports delivered straight to desktop, tablet or mobile aid management deliver greater efficiencies with accountability and evidencing.

Smaller flat touch screens and stylish call lights can be located in communal areas providing alerts with location without requiring staff to return to the office to consult the Altra Touch master screen.

Designed in-house, using extensive research from care home staff and residents. Altra uses the European 869.2MHz social alarms frequency reducing interference, with 'listen before talk' anti-collision to ensure absolute reliability and a dedicated Wi-Fi network providing robust connectivity without using the care home's network.

Altra is the platform for "connected" care services where utilisation of the nurse call system functions can provide vital management reports detailing the effectiveness of staff and resident's care. Latest developments provide users, staff and management with a suite of reporting Apps enabling reductions in operating costs coupled with improvements in standards of care.

Altra is the platform for "connected" care services where utilisation of the nurse call system functions can provide vital management reports detailing the effectiveness of staff and resident's care.

In 2008 The Department of Health being concerned about the numbers of press announcements in relation to poor care on both hospitals and care homes formed a Stakeholder Partnership of providers and other interested parties to look at what could be done. The outcome of that initial discussion was the setting up of the role of the Dignity Champion. The Champion was intended to provide a focus for the attention to good care that needed to happen in a range of settings. The sorts of issues were around how people were addressed; how they were supported to meet their basic human needs [such as accessing nutrition and hydration]; and to take forward many of the remits that already existed under good practice guidance. Along with guidance for Champions the Department issued the Ten Point Dignity Challenge which was a way of raising people's awareness of the important issues.

From that small beginning has grown the Dignity in Care Campaign. Initially supported by the Department of Health with both practical resources and funding in 2014 the Department of Health withdrew their financial support and the campaign became an entity in its own right, under the auspices of the National Dignity Council. The Council took forward the principles that had been developed. The Champions role descriptor and the ten point challenge were re-issued taking a more positive approach. There was a strong feeling amongst champions that we should be voicing things in a we will do, rather than a we will try or aim to phrasing. Local groups of Dignity Champions developed training materials and held meetings to enable the issues to be discussed. A Facebook page was established which promotes discussion of key issues as well as providing a mechanism for sharing good ideas and practice. The discussion

Forum on the website remains active and regularly raises important issues and gives people a chance to share. [Both these are closed sites because it was felt that people should feel safe in sharing concerns.]

In 2017 the NDC gained Charity status an important step as it is totally reliant on income from donations. The badges and wristbands and ten point dignity action cards remain an important way of Champions sharing their commitment to the campaign. In 2018 a new badge reflecting the heart that lies at the core of all we do was launched. Both badges remain popular and we know many organisations use the heart badge to show their appreciation of those who have gone the extra mile. The Council has also developed dignity audits that enable organisations to check their approach to dignity in all that they do. These have been couched in terms that apply to a wide range of settings, as we now have Champions that work in council offices, banks, shops, libraries, insurance companies as well as in care and hospital settings. The website continues to be the main way in which communication with champions occurs, and we provide a range of resources and links on a myriad of topics that are freely available to all. [although we do ask for a donation].

It is perhaps sad that there is still a need for the Campaign today, however we feel strongly that the 120,000 champions who are now registered with us are making a difference. Our annual Dignity Action Day is increasingly used to showcase good practice, as well as imaginatively to provide opportunities for those receiving support. We are also now representing the voice of Dignity and Dignity Champions on National Strategic Boards e.g. Quality Matters and the CQC Co-production group.

In the last two years we have also held a Dancing for Dignity Event - its primary purpose being to raise much needed funds, but also to give people the opportunity to have fun. This can be seen in the way in which dignity is being reflected in regulation, good practice guidance and continues to be highlighted in a number of national campaigns. In the last year we have developed training packs that enable organisations to begin the discussion in their teams or begin discussions with their customers about what is important and what needs to change. The National Dignity Council believes that we must continue to highlight the importance of us all treating our fellow humans with dignity, compassion and respect and it is vital that we maintain those principles high on the agendas of all, whether their interactions are professional or personal.

Jan Burns MBE, Chair
The National Dignity Council



Become a Dignity Champion
www.dignityincare.org.uk/register/

Celebrating those who care, National Care Association's Summer Reception with Howden



The event provided an occasion for care providers, journalists and industry supporters to gather together under one roof to take a step back from discussions on industry issues and instead to celebrate those who work in Care and all of their positive contributions. Luckily the weather held out long enough for guests to enjoy the incredible views of the city skyline from the terrace area.

The event had an incredible line up of inspirational and influential speakers from the sector, giving their own insights and sharing their personal stories and experiences and what great care means to them. Nadra Ahmed, Executive Chairman of the NCA and David Taylor, Divisional Director of Howden Care Division welcomed everyone to the event. Nadra commented "It often feels like all we hear about in the media is poor care, but for every bad story there are thousands of people we should be celebrating and empowering to carry on delivering the best care". This set the tone for the rest of the evenings celebrations.

Caroline Dinenage, Minister of State for Care commenced the guest speeches with an empowering talk on how social care is the cornerstone of our communities and our country. Not only is it incredibly important to the UK economy but it is also vital to people's lives. Although the sector is facing extreme challenges, an ageing population means it is only going to keep growing. Therefore the government has a responsibility to attract workers with the right values and give everyone in the sector the support they need.

The Minister then went on to discuss various campaigns and initiatives government are currently working on to support the industry. She briefly mentioned the delayed social care green paper and her personal frustrations surrounding this. There was assurance to the audience that a version of the green paper is ready to be released once the time is right, although other political activities currently mean that there is not enough energy

to support its release. The delay has however meant that they have been able to expand the remit of the paper to include working age adults as well as the original focus of older people, meaning that more people should be able to benefit from its findings.

Mandy Thorn, Vice Chairman of the NCA then introduced Rosamond Roughton, the Director of Care and Transformation at the Department of Health and Social Care. Rosamond spoke passionately about what it means to offer a good care provision within the care sector, and shared her personal experiences of how excellent care practices drastically improved her experiences. She mentioned how privileged she feels to have a job and take on responsibility to support government and make the adult social care sector as good as it can be.

Amanda Waring, actress and campaigner, was our final speaker for the evening. She discussed her journey to becoming a committed campaigner for dignity and compassion in social care, and how her personal experiences shaped the beliefs she has today. Amanda focused her speech on the important messages from her most recent book 'The Carers Bible', on how deeper relationships between the carer and who they care for can help to improve physical, emotional and spiritual wellbeing of both parties, as guidance, love and support for carers are just as important as the people that are cared for.

All in all this was an excellent evening and enjoyed by everyone. It was a fantastic experience to show our support and to celebrate the work of our partners, their members and the industry as a whole.

We would like to thank our hosts Howden for their generosity and support towards 'celebrating those who care'. Howden are the official insurance partner and sponsor of the National Care Association.



Caroline Dinenage MP & members of the NCA Board



Rosamond Roughton, Director of Care and Transformation at DHSC



Amanda Waring , Actress and Dignity Campaigner

Moving from paper to electronic care plans helps Care Managers free up their time. So why aren't many making the switch?

80% less time spent care planning



Despite the variety of electronic care planning software available on the market, the care industry has still failed to adopt it en masse. Instead, 66% of Care Managers* are faced with burdensome paper care planning processes week in, week out.

This got us thinking, with the constant message from CQC being that technology enables better care (just have a look at their recent State of Care report) why haven't more providers actually switched?
So we asked...

We speak to a wide variety of different care professionals every day, which helps us not only to build what we think is one of the best electronic care planning systems around (and win some awards) it enables us to constantly improve our care system via real-life feedback.

Our community told us that the 3 main problems they had when considering a switch were:

- Lack of funding and resources
- Fear of technology
- Lack of time

If you're worried about the costs and still recording on paper, then it'll cost more than using a free care system. Not only does it save on the basics like stationery, but it frees up the huge space requirements for paper folders that every care provider keeps.

Fear of technology is also a common barrier to positive change. Not everyone is going to be comfortable using tech that others take for granted and use day in and day out. We support technophobes to overcome their fears with the simplest Carer App around. It covers everything Carers need and if you don't believe us, hear from Robin a Support Worker who is a self-confessed technophobe. (<https://youtu.be/X3kLPmEW0jA?t=140>)

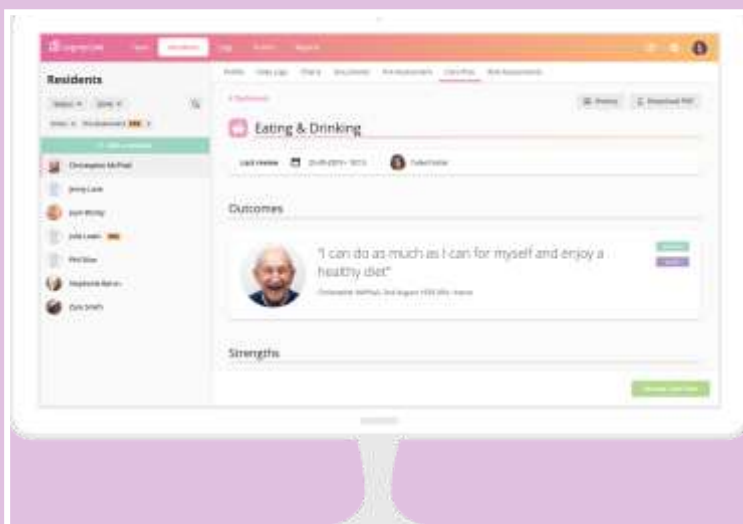
Thirdly is the lack of time Managers have. This is a real problem as most are doing an incredible amount of work just to cover the basics. But this is why more than ever that adopting electronic care planning, which helps to reduce paper admin and time burdens can seriously help. Care Managers tell us that they save up to 80% of their time in comparison to paper care planning**.

Our mantra "designed by Carers for Carers" means that we only build features that help deal with real-life problems. If you need to free up some of your time, then a switch to electronic care planning really will help.

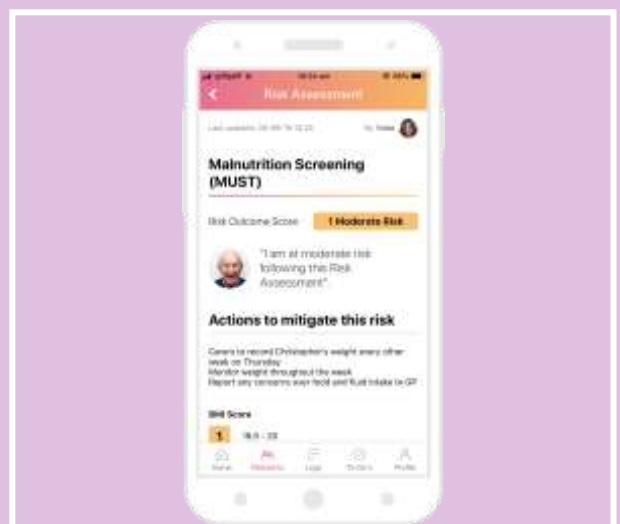
Find out more and join the fastest growing community of care providers in the UK over at LogmyCare.co.uk

** Survey took place in October 2019 via social media in an independent Registered Managers' group*

***Direct feedback gathered from Registered Managers using Log my Care's Care Plans & Assessments*



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How the implementation of technology solutions can improve your risk profile.

With the safety and comfort of those in care at the heart of care providers' service ethos, digital tools and techniques to manage risk are incredibly important. What care providers may not realise are the effects these technologies can also have on their insurance premiums and risk profile.

A new wave of digital and high-tech solutions are changing the care sector by improving the quality of care whilst reducing risks, thus having an impact on your risk profile with insurers and other regulatory parties.

Previously the care industry may have been slow to adapt to new technology recently however the pace of change has quickened as care providers embrace these new initiatives. This couldn't have arrived at a better time, as the issues faced by the care sector are well known. There is a growing realisation across the industry that new innovations in care can make a difference to both those using the services and workers who are delivering the care.

Whether it's innovative ways to use the swathes of data collected across the sector, new equipment to improve the quality of care, or technology to help people remain in their own homes for longer, the future of care is being shaped now, in 2019.

New technologies in the care sector

The National Healthcare System spends in excess of £2.3 billion per year as a consequence of 'falls', according to the National Institute for Health and Care Excellence (NICE), whilst the CQC says serious injuries in care homes have almost doubled since 2011.

Technology based solutions have been developed to help combat this problem. Safe Steps a digital risk assessment app, uses 12 measures including vision, environment and medication, to determine the risk of falling for each resident. Care providers are then able to tailor their treatment and alter the environment for each individual. This contributed to a 28 per cent reduction in falls over nine months when used by 100 care homes.

Telecare services have been developed to provide remote monitoring capabilities, improving the safety and comfort of service users whilst allowing people to live independently for longer. Sensors can be used to alert carers to any changes in behaviours. For example, sending alerts when someone falls, tracking changes in their routines such as changes in sleeping patterns or a reduction in food intake and can even provide the capability to warn of risks such as fire, gas leaks or floods.

Telecare technologies offer constant monitoring for developing risks, meaning the relevant people can be alerted immediately should an incident occur. This can drastically improve your risk profile with immediate responses. It's also a much less intrusive option for the service users, providers are now being alerted when they need to respond, instead of manually carrying out routine checks.

Digital recording systems and electronic medication management (eMar) are increasingly being adopted in the sector. Digital records allow staff to access digital care plans, patient records and medication requirements in real-time. This improves efficiency within the sector: instead of storing information on paper files, documentation is secure, durable and easy to access. However when adopting digital recording practices you do need to have security systems and policies in place, including; a secure passwords policy, restricted access to files and education for employees on cyber security.

Other research projects currently underway include a device which is ingested and delivers medication over time. The object stays in the stomach and acts as a long-term drug delivery system. This technology, designed by researchers from MIT, could replace inconvenient regimes that require repeated doses, freeing up staff for other tasks and minimising the risk of medication errors.

Arguments against the use of technology in care

However, some providers may be reluctant to adapt to using these new technologies. Some may argue that some assistive technologies are a 'quick fix' to the problems in social care, particularly regarding industry wide staff shortages, and cannot be used as a replacement to human interaction for those needing care.

Rather than replacement, these innovative technologies should be used to effectively compliment an individual's care needs. They make an environment safer and more efficient for the resident and the care staff, and help to reduce mistakes made in the provision of care.

Implications for your risk profile

By demonstrating that you are utilising technology to take positive steps in your risk management, you can demonstrate to your insurance broker and also the regulators that you are adopting a proactive approach to improving your risk profile, taking steps to keep those in your care safe and protecting them from avoidable harm, whilst being responsive to their needs.

This proactive approach to risk management can also have a positive impact on your insurance premiums and the terms offered. If you can demonstrate that the technology you have implemented can help to reduce the level of risk, for example using an app such as Safe Steps for the reduction in falls this allows your insurance broker use this evidence to negotiate more favourable terms with insurers on your behalf.

For more information please contact:

E: care@howdengroup.com

T: 0117 405 5674

W: www.howdengroup.co.uk

[1] https://www.england.nhs.uk/atlas_case_study/development-of-the-avoiding-falls-level-of-observation-assessment-tool/

[2] <https://www.carehomeprofessional.com/cqc-figures-reveal-sharp-rise-in-serious-care-home-injuries/>

[3] <https://www.telegraph.co.uk/news/2019/09/14/falls-100-care-homes-reduced-third-new-app-could-rolled-across/>

[4] <http://news.mit.edu/2016/new-capsule-long-term-drug-delivery-malaria-1116>



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How does outstanding leadership help deliver adult social care that meets the exacting standards of the Care Quality Commission (CQC)?

In the care sector, leadership matters. But in an industry, which employs 1.43 million people, what does a good leader look like? For many in the industry, it's not just about knowing how to get things done, the best leaders have an innate ability to motivate and inspire, to embrace openness and transparency; while at the same time demonstrating that they truly care about their staff and service users. [i]

According to the CQC, registered managers who fit this template, have the power to transform a service. CQC statistics reveal, for example, that with good leaders at the helm, 82 per cent of care homes previously rated as inadequate showed improvement [ii], while Skills for Care agrees that there is “a positive correlation between outstanding leaders and outstanding services”.

But there's the rub. While there are a wealth of courses taking a care worker on a journey from entry-level to a Level 5 diploma, organisations like Skills for Care only deliver a very small number of courses to help emerging leaders to develop and hone their skillsets.

Without this support in place, many struggle to make the leap from care practitioner to registered manager. Many are reluctant to even try. The question is how to end this vicious circle?

One way of doing so is to gain valuable insight from other sectors. Take the FMCG and technology industries for instance. At first glance, they appear radically different to the care sector, but the goal and objective of leaders in these industries is the same - to get the best out of their people.

Nikki Walker has a foot in both camps. Before joining Quality Compliance Systems (QCS), which provides the leading bespoke policies and procedures for the care sector, Nikki worked with several multi-national companies, including Cisco, Schwarzkopf - Henkel and Coca-Cola Schweppes, where her role was to mentor, coach and inspire change.

So what lessons in leadership does Nikki believe that the care sector can learn from some of the world's largest multi-national corporations?

“Excellent leaders, whatever sector they work in, primarily inspire confidence and loyalty in their team by building trust. Staff must know that a registered manager has their back. Instilling that trust from day one provides an opening for managers and staff members to embark on a journey of personal development. What do I mean by this? Well, it begins with a care worker's job spec. An excellent leader will look at a job description for a care assistant, for example, and ask what it actually means. Does it properly reflect what he or she wants them to do? Is it clear to the care assistant what their role is?

The next step is to sit down and have an open and honest chat where each party has an opportunity to outline their expectations

and agrees what it is that they will be held to account for.

The third stage is to identify the competencies that are not only important to you but will make that person successful in their job. Finally, good leaders will work in partnership with their staff in re-writing job specs (if necessary), always ensuring that the person understands their role and how it is intrinsically linked to the success of the wider team.”

Q). How does a working environment based on trust help leaders to develop their staff?

“Fostering a culture of trust within an organisation, is empowering for everyone. Why? Because it allows you to practice what Kim Scott, a former tech boss turned best-selling author, calls ‘Radical Candour’. Essentially, this is about showing that you care for your employees personally, but also demonstrating to them that you're also prepared to challenge them directly for the good of their careers.

That means being prepared to give constructive feedback frequently. Therefore, when a care worker has performed well, a good leader won't just tell them ‘Good job’. Instead they will relay to them why they have done a great work, and then also they'll ask them how they might deliver an even better outcome next time round.

Equally, if a registered manager observes that a staff member has not delivered the high-quality person-centred care expected of them, then it's about ensuring that the carer knows where they have gone wrong, and through a combination of coaching and observation, is able to meet the necessary standards.

Radical Candour is not easy to instil. At first it can be difficult for staff to get used to, especially in the UK work place, but if you ingrain it within your staff, they'll thank you in the long-run because it is one of the most effective ways of developing their careers.

It can help registered managers too, as if staff have confidence in the feedback system, they'll also provide them with constructive comment on their performance, which if acted upon, can make them better leaders.”

Q). Given the myriad of complex challenges that registered managers have to tackle each day, how do they find the time to develop their staff?

“It's very important to recognise the fact that care managers work in a very challenging landscape. In such a pressured environment it takes courage and discipline to pause and take a step back.

But that is what good leaders do. Instead of constantly demonstrating best practice to their staff in the work they do, they elect to delegate and oversee. That actually means they work harder, but in a much more targeted way. So, a leader's time and resources are going into training and developing staff to the job as well as they do. It's about constantly monitoring staff and regularly meeting with them to foster improvement. At first, it may not seem like it, but adopting this approach saves good

leaders time in the long-run, while allowing them to exclusively tackle the tasks that only they can do.

Realising continuous improvement requires leaders to work to a formula. Many people who have been on management course swear by William Edwards Deming's 'Plan, Do, Study, Act' (PDSA) model for continuous improvement. While Deming's paradigm works for some, for a care home, where managers are stretched, it is not ideal because it almost always requires a manager to observe and some will not have the time to do so.

Therefore, I prefer the three 'C's. In short, anybody using this methodology, simply forms a plan, 'chunks' it down, creates a 'cue' to ensure practice happens regularly, and, finally, 'carries out' the plan consistently."

Q). Having worked for a company operating in the care sector and several multinational corporations outside of it, is there anything that you think the care sector can teach technology firms?

"I think there's so much that the likes of Apple, Google, Facebook and Twitter (none of whom I have worked for) could learn from the care sector. Take recruitment for example. In such a tightly regulated industry, where person-centred care is a prerequisite, outstanding care homes have devised ingenious ways to ensure they get the right person for the job. In my experience, interviews are much longer and more demanding than they are in the tech sector. Interviewees often spend a whole day at the care home. They're encouraged to interact with residents. They're observed by the registered manager and the staff and feedback is collected from service users. But perhaps the most forward-thinking part of the interview is the final section where residents ask questions.

QCS has benefited greatly from this insight. For instance, whenever we stage interviews – particularly if the candidate has come from another part of the country – we typically spend half a day to a day with them. Why? Well, just like a care home, we

want to see if their values match ours and vice versa. Secondly, we want to observe how that person make decisions and whether that aligns with the QCS's decision-making. You can't find that out in a formal interview. So we invite them to attend real-world meetings as this paints a much clearer picture of their true abilities."

**Nikki Walker, Chief
Operating Officer at QCS**

[i] The definition of leadership in the first paragraph has been adapted from a foreword given by the CQC's former Chief Inspector of Adult Social Care, Andrea Sutcliffe. Care Quality Commission Driving improvement: case studies from nine adult social care services, June 2018

[ii] Care Quality Commission, Driving improvement: case studies from nine adult social care services, June 2018

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DEMENTIA GUIDE: Living with and Understanding Dementia

*A guide for care staff, family
and friends*

In recent years there has been an increasing focus on using technology in social care. This is partly driven by increasingly user-friendly software and the relative decrease in the cost as digital solutions are more widely used. The increasing workforce pressures in our sector also drives interest in the potential efficiencies in using technology. [i]

As a sector we have generally been slow to adopt technology. There are numerous reasons for this, among them

- the cost of implementation,
- the lack of infrastructure to support the use of technology,
- and unclear requirements from commissioners and CQC.

However, it feels like we are now at a real turning point for the use of technology. The CQC have launched a programme of work on the benefits of using technology in care services. They are exploring how best to train inspectors to have a good understanding of how technology can be used across care settings. The Department of Health and Social Care launched their vision for the future of technology in health and care last year. DHSC has followed through on this vision by establishing NHSx, a new body to drive digital transformation across health and care. There are also more and more opportunities to receive funding to pilot technology projects, such as the Local Government Association's Social Care Digital Innovation Programme, NHS Digital's Pathfinders Projects and Digital Social Care's data and cyber security grants.

So that we can support providers, 6 of the national care membership associations have come together to form Digital Social Care [ii]. Run by social care providers for social care providers, we provide free support and guidance on technology, data protection and appropriate information sharing. All of our team have a background working in social care. We understand the implications of introducing new systems and technology into care settings.

Digital Social Care formally launched in June and we have been hard at work developing materials, guidance and case studies to support care organisations with technology. So far we have produced guidance on completing the Data Security and Protection Toolkit and what care organisation's responsibilities are in demonstrating compliance with GDPR and the Data Protection Act 2018. We also have guidance on accessing NHSmail and secure email accreditation, including collaborating with NHS England's Ageing Well programme to improve communications on the benefits of NHSmail. We have also recently collaborated with the National Cyber Security Centre and NHS Digital's Social Care Programme on guidance around quick and cheap things each organisation can do to improve their cyber security. We are now developing guidance on purchasing care planning software (you can read Jewish Care's experience with this while you wait for our guide!) and on the safe use of mobile phones when staff use personal phones to record/store care information.



We are committed to being sector-led in our work and so have put together a Special Interest Group of social care providers to provide oversight into the work we do. There are now over 100 organisations who are involved in this group and who are invited to feedback on the work we do and input into what our next steps will be. So far this year, members of our Special Interest Group have met with the CEO of NHSx to explain their views on technology in the sector and what their concerns are. They have also been invited to attend a day long workshop with NHS Digital in December to discuss the future of health and care record integration. We do still have some limited spaces in the Special Interest Group for NCA members. Please contact hello@digitalsocialcare.co.uk if you would like more information.

Finally, we are excited to announce the launch of our Digital Readiness tool on 7th November 2019! We have worked with Skills for Care to develop this self-assessment tool. This tool will help social care employers measure how capable their staff are of harnessing the benefits of digital tools and skills and whether they have the right infrastructure in place to use more digital tools. The tool can be completed online and you will receive an email with bespoke suggestions and recommendations after completing it. The Digital Readiness tool has been designed to help social care organisations to understand where they might have gaps – in areas such as skills, technology or strategy – that could prevent them from working in a more digital way and to suggest what you could consider doing as next steps.

There have been numerous articles and think pieces on whether technology can “fix” the social care crisis. Technology will not solve the difficulties we face in social care alone, but it can be a useful tool in supporting services to continue to provide high quality care in a challenging market. Technology will be an integral part of providing care in the future, and as a sector we are in a great position to ensure that the future of social care technology is truly designed around the needs of the person. There are lots of exciting opportunities ahead.

[i] *It is estimated that we will require another 580,000 more workers by 2035*

<https://www.skillsforcare.org.uk/adult-social-care-workforce-data/Workforce-intelligence/publications/The-size-and-structure-of-the-adult-social-care-sector-and-workforce-in-England.aspx>

[ii] *The founding members of Digital Social Care are Care England, National Care Association, National Care Forum, Registered Nursing Home Association, United Kingdom Homecare Association, and Voluntary Organisation Disability Group.*

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Making better identity checks

No matter how many staff you're taking on each year, it's important that you're sure that every employee is who they say they are. Of course, most of your staff will be honest. But at TrustID, we also know that counterfeit documents continue to be widely used across many employment sectors, including nursing and care. These fraudulent documents help their holders to circumvent Right to Work legislation and illegally gain employment.

Many of these fake documents are remarkably convincing, particularly for staff who haven't been given extensive training on checking different types of identity documents. The document experts in our helpdesk team have seen several hundred fraudulent identity documents so far this year, claiming to be issued in Britain, across Europe and beyond.

And the holders of these documents don't give up until they get a job: one fraudster has presented his fake ID 5 times to our customers – he just keeps on trying!

If your care home is unlucky enough to be targeted by an illegal worker, you could face fines of £20,000. But more than that, if you can't verify an employee's true identity, you can't conduct effective background checks. These checks could

reveal a criminal past that would make the individual unsuitable to look after a vulnerable person or highlight a lack of relevant qualifications. Failing to employ 'fit and proper' staff may lead the CQC to question your fitness as a provider and damage your reputation with existing and future residents.

Did you know that simple technology can help you run a more robust recruitment process and uncover any potential 'illegal workers'? Introducing technology to help with checks may feel like a big step but identity validation services are becoming increasingly widespread across businesses of all sizes and no longer need to involve a big IT project costing thousands. At TrustID, for example, we offer a pay-per-scan service which means you can capture an image of an identity document and upload it to a secure online portal using your mobile phone or laptop. Within minutes, our service authenticates the document, assessing whether it's genuine and highlighting anything suspicious. Each scan costs less than the price of cup of coffee and NCA members even get 10% off!

To find out more about how we could help, or for a no-obligation trial, please visit our website: <https://www.trustid.co.uk> or give us a call: 0118 466 0822.

Social Care amnesia but at what cost?

It is five years since the Care Act received Royal Assent and we felt that we were on the brink of a sustained focus on creating a robust and sustainable social care sector which would meet the needs of a growing, demand led, sector – a sector which has evolved considerably over the past three decades bringing with it concern for those who use, commission and provide it.

During this period expectations have been raised to a degree outweighing any sustainable investment from local and central government. Providers are expected to deliver a service which would sit within the proposed integrated model of health care, without any vision of how this should be funded. Regrettably, the integration agenda which was to be a panacea for a joined up health and social care model has failed dismally in most cases.

Social Care providers are responding to the increased expectations of the public based on the shift in government policy at both local and national levels. The result being that Local Authorities feel comfortable commissioning complex care at unrealistically low prices – a patient in an NHS facility with assessed care needs costs the state over £2000 p/w but on discharge the commissioner will expect to purchase the same care in more homely surroundings for about £600 per week. Clearly, there is a disconnect between what we pay for care!

Having chosen to defer the thorny question of the funding models more hopes were raised when in 2017 the government promised the publication of a Green Paper which would look at funding options and create solutions. There was an anticipation that we would be able to see a sustainable framework which would recognise the role of social care within the health care agenda and create pathways towards raising the status of care workers in the field.

Two years later, we have no sight of any paper! We have had promise after promise broken and the sector continues to deliver despite the continued under investment, but at what cost to vulnerable people ..? As we look at the political agenda today, despite the will of ministers who have worked on this, it is unlikely that the Green Paper will see the light of day and if it does the impact may be nominal.

It is widely reported that between 2017 and 2018 we have seen about 230 care services close across the country, which equates to a loss of just under 7000 care beds. The reasons cited for these are often varied but the common factor is that the providers can no longer continue to subsidise the state. The business models, that providers have had no alternative other than to adopt, are not sustainable – expectations rise on delivery standards (quite rightly) but state funding is not negotiable!

Additionally, we are told that:

- Providers cannot improve the service to get them out of a required improvements rating as they do not have the funds to do so.
- The impact of the National Living Wage increases tips the balance of outgoings against income,
- The challenge of recruiting staff in a sustainable way to meet the needs of the people they are caring for – this has been further hampered by the procrastinations over Brexit with no recognition of the social care workforce.

We have had two decades of attempts by successive governments to formulate a tangible strategy to create a response to the challenges faced by the nation and we have had no clear pathway or long term plan! This is one of the greatest failings in modern times for politicians as they continue to neglect the social care sector which remains the bedrock of communities where our frail and vulnerable citizens struggle to maintain health and wellbeing.

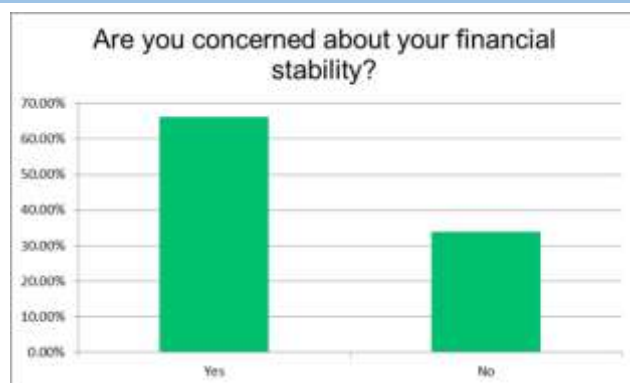
There is little or no confidence amongst the general public of a resolution to the funding of social care. The Just Group published a report this month (June 2019) in which it highlighted that adults (over 45's) do not believe that any government would prioritise social care in the coming years. (Care Report 2019, Just Group Plc).



Read the full briefing paper and survey results
on our website:
www.nationalcareassociation.org.uk



There has been a **fee "freeze"** on LA funded residents. We have had, in the past, to go cap in hand to negotiate a better rate. **There is nobody at the LA to discuss fee increases with this year."**



"Staffing and agency **costs have increased astronomically** - everyone wants better care and more quality. This costs more money. Basically operators are eating into the small profit margins we make - we are not a non-profit organisation - something has to give. It won't be the LA or Government. My fear is the small, homely homes will go out of business - **just not enough money coming in per bed.**"

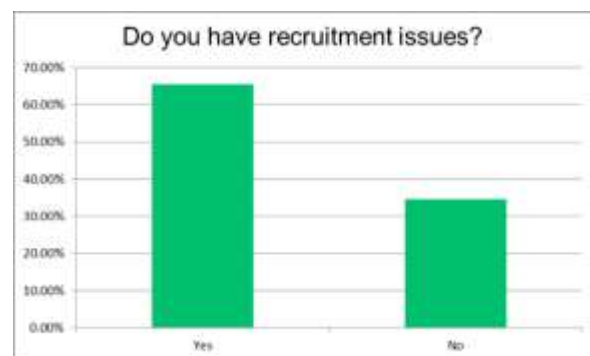
Our survey showed that 87% of members surveyed had contracts with Local Authorities and only 60% of them had been notified of an increase for 2019/20 in April!

It seems reckless and a dereliction of duty by LA's to fail to notify providers about any increases they can expect, or not, at the start of the financial year when the National Living Wage, Regulatory Fees and other increases will be kicking in.

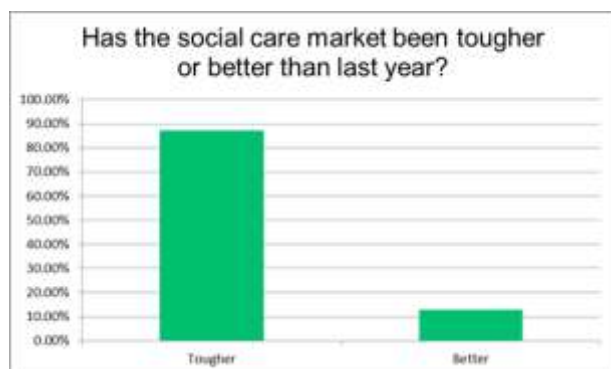
Those who contract with the NHS fared much worse with only 38% being advised of any increases, or not!

The messages from our survey are very clear, the survival and viability of the services provided are at the very brink of collapse. The businesses are in distress and the 'partnership' delivery models with local authority funding is not recognisable through any of the comments. With endless talk about integration it is disappointing to note that there is no marked difference in the way that the NHS and local authorities are commissioning in consultation with the sector.

The fact that 66% of respondents indicated that they are concerned about their business viability is a stark warning for local and national government: add to that the challenges faced by the LA's on their funding we are looking at some very volatile markets. Commissioners are taking little note of the pressures on the sector and not assessing the merits of a more collaborative and integrated approach. This would enable providers to structure the market with them to ensure a cohesive and coherent approach for the future.



Our survey showed that 65% of respondents said that they have recruitment issues. One respondent highlighted the challenge by stating that: "**We only recruit via an agency which costs dearly**". This demonstrates how challenging recruitment has become. The sector continues to struggle with the lack of a strategic qualification pathway, which would draw people towards it. If we were able to engage people at a younger age and offer a **pathway to a career in Health and Social Care** we would be able to start to change the status of the role and create a more valued role for care workers.



"Recruitment has become difficult at all calibre of staff from carers to Managers. The industry is **underfunded and attracts low wages which are no commensurate with the responsibility** of the demands and challenges that employees are faced with in this industry."

What needs to be acknowledged, against the background of systematic negligence on the part of both local and national politicians to address the challenges which have brought the sector to the brink of collapse, is that the responsible providers of Social Care continue to deliver exceptional services to hundreds of thousands of vulnerable people every day. The Social Care workforce, under microscopic scrutiny from the media, delivers care and support for people who the politicians have chosen to forget. This survey highlights the challenges providers face, their comments demonstrate the frustrations which underpin their commitment to delivering exceptional care all of the time and the desire to have a competent and confident workforce to deliver it.

For over 30 years, Helping Hands have been supporting adults of all ages to remain safe and independent in the comfort of their own home

CHALLENGE With over 4,500 employees and carers, Helping Hands objective is to be 'THE employer of choice' across the care sector and consequently the quality of 'Right to Work' (RTW) checks and the legality of their workforce are taken extremely seriously.

"Our main concerns were the lack of reliability in the RTW checks, and that the time they were taking would lead to good candidates withdrawing from the recruitment process."

WHY UCOMPLY

When Helping Hands were first offered a free demo of our solution, they liked the straightforward, user-friendly app and multiple logins, as well as the ability to go completely paperless with everything stored securely in one place.

"The solution fit with our requirements and the hiring managers' expectations, giving us confidence that we were fully compliant with the current Home Office RTW rules.

"It was very important that we believed in the integrity of our RTW checks due to previous experiences, and after meeting the uComply team, we knew we had found a supplier that had a sound background, expert knowledge in RTW and was a business we could trust."

PROCESS

"Once we gave the go-ahead, set up started immediately and any queries we had were responded to quickly from the uComply team".

With over 100 branches across the UK, all with approximately three people performing RTW checks on potential candidates, the uComply solution means that Helping Hands now get instant results during the interview stage. This prevents candidates from being passed through to their Compliance Team, where checks would often be carried out later down the line with many candidates not having the correct RTW status.

BENEFITS OF PARTNERING WITH UCOMPLY

Benefits since implementing the uComply Solution

- Instant paperless RTW checks at the face to face interview with candidate
- Reassurance that checks are following current RTW guidance and rules
- 100% secure and paperless process
- Dashboard for Central visibility
- Candidates like the speed and ease of product
- Helps our position in a competitive marketplace as technology is seen as a positive to prospective candidates
- Ability to roll out to Recruiters working outside the UK

"uComply have gone above and beyond to help us as quickly as possible and provide a solution to our RTW checks."

ALL QUOTES ATTRIBUTED TO BETHANY THOMSON, RECRUITMENT COMPLIANCE OFFICER AND URSULA JAYES, HEAD OF SELECTION & ASSESSMENT

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2019 has been an interesting year at the CQC, they have welcomed a new Chief Executive, Ian Trenholm along with Kate Terroni, replacing Andrea Sutcliffe as the new Chief Inspector of Adult Social Care.

Brexit continues to rumble on and with the focus solely on who wins the election, the Green Paper has well and truly been kicked in the grass.

At the time of Ian Trenholm's appointment he announced his intention to bring more prosecutions against health and social care providers for breaches of the fundamental standard. He certainly seems to have kept to his word as CQC's annual report, published on 23 July 2019 shows statistics covering various types of enforcement such as cautions and warning notices to penalty notices and prosecutions. The statistics show a sharp rise in CQC taking criminal enforcement action; 211 criminal enforcement actions were taken against providers in comparison to 159 in the previous year. The statistics show that CQC issued 2,206 civil enforcement actions in 2018/2019 in comparison to 2,283 actions in 2017/2018. It is likely that these statistics will only increase in number. Providers of health and social care must be vigilant in the work that they and their staff do.

There have been a number developments over the year:

April 2019 – New Factual Accuracy Process which is now embedded and in use. It is less complex than when it was first introduced having listened to the concerns from our members and removed the word limit.

May 2019 - Review of restraint, prolonged seclusion and segregation for people with a mental health problem, a learning disability or autism'. (phase 1) In this report, CQC concluded that there was inappropriate use of seclusion and restraint, poor ward environments and poor quality of care which had a damaging impact on patients and staff.

June 2019 – Oral Health In Care Homes. We supported the guidance that came out in sharing best practice and raising awareness. We strongly recommend that providers are aware of the guidance and ensure that they have robust systems in place to ensure that all their residents receive Oral Health Care.

June 2019 - Medicines in Health and Social Care. This document which shares the learning from risks and good practice in medicines. The report contains useful actions for adult social care providers, in relation to risks identified and best practice. Members are encouraged to look at the NICE guidance for Managing Medicines in Care Home (SC1).

September 2019 – Phase 2 review on restraint, seclusion and segregation will consider whether and how prolonged seclusion and segregation are being used in mental health rehabilitation and low secure wards. Our members should be aware that restraint, seclusion and segregation is likely to be a 'hot topic'

during all future inspections.

Liberty Protections Standards (LPS)

The legislation underpinning the Liberty Protection Standards (The Mental Capacity (Amendment) Act 2018) received Royal Assent on 16th May 2019.

It is likely to come into force on 1st October 2020. We at the Association are involved in the drafting of the legislation and the Code of Practice. It is working well and good progress is being made. The final draft of the Code is expected to be laid before Parliament in Spring 2020, however with the election now taking place in December it is highly likely that this date will be extended.

The Future

Let's hope we do not have to wait another year for the Green paper to be released, and that regardless of the outcome of Brexit we can at least move forward.

Chief Inspector of Adult Social Care, Kate Terroni has expressed her desire to work more closely with the stakeholders and to be transparent in the work that they do. This is clearly welcome news and we at the Association are involved in several integrated projects with the CQC on behalf of our membership.

However, it is clear that the CQC are taking a much more robust approach as is evidenced in the CQC annual report. Providers are required to be much more technology savvy as the sector embraces digital technology and data sharing via email. The ongoing issues in relation to staffing and recruitment will remain for the long term as there is no short term fix, however it is anticipated that with more and more of us using digital technology we will become innovative in our approach to ensuring that our residents are cared for and our staff looked after. With a likely future volatile government, no end to Brexit and no foreseeable green paper it will certainly be interesting to see what 2020 brings.



Amrit Sumal, NCA Compliance Director

Supporting you to deliver what the people you support need and what commissioners and regulators expect

Skills for Care supports adult social care employers to deliver what the people they support need and what commissioners and regulators expect. We do this by helping employers get the best from their most valuable resource - their people.

Our practical support helps leaders and managers recruit, develop and lead their staff, and retain them.

Skills for Care has always believed that the communities we serve can have confidence in care services when they are delivered by people with the right skills and knowledge.

Hearing from employers and representative bodies, we know that organisations are working hard to make that happen, but we also know it's easier said than done. Finding the right people in an increasingly competitive recruitment environment continues to be a challenge for all employers, especially with the knowledge that on any given day our sector needs to fill around 122,000 job vacancies.

How do we know this? It comes from analysis of the data in our Adult Social Care Workforce Data Set (ASC- WDS) using information provided by around 20,000 workplaces, including many NCA members.

You may be wondering what ASC-WDS is. It's the updated and more user-friendly version of the National Minimum Data Set for Social Care (NMDS-SC), an online data collection service that covers the adult social care workforce in England, created by Skills for Care over a decade ago.

In many ways it was created to give us confidence that on a strategic level, the short and long-term decisions the sector and its employers make are based on good quality data.

The service has been updated to make it much easier for employers to enter their data. It's now more intuitive because our users told us that managers inputting their data have huge demands on their time, so the process needed to be as straightforward and clear as possible. So far, ASC-WDS has had over 2.5 million page views. If you haven't signed up yet or had a look at the new service, go to www.asc-wds.skillsforcare.org.uk.

One of the benefits of using ASC-WDS, is that it allows employers to access funding from the Workforce Development Fund (WDF). There are certain requirements that need to be met but there's an eligibility report that employers can run to check if their account meets the requirements.

The WDF supports the provision of high-quality care and the continuing professional development (CPD) of staff across the adult social care sector by providing a contribution towards the costs of vocational learning. In a recent independent evaluation of the WDF,

92% of employers reported an improvement in the quality of care provided and 95% reported an improvement in staff skills/qualification



levels as a result of accessing the fund.

This year one of the main priorities of the fund is to support managers and deputies to develop the skills and knowledge they need to lead high-quality services with £3 million of targeted funding available. Evidence shows that an effective, well supported manager has the biggest influence on the overall quality of care provided.

In autumn we launched three one-day CPD modules, aimed at registered managers and other managers in adult social care, that cover the fundamental building blocks managers need to lead and develop busy, high-quality services. They include:

- Understanding Self-management Skills
- Understanding Workplace Culture
- Understanding Performance Management.

The CPD modules complement our existing leadership programmes:

- Lead to Succeed, which is recommended for aspiring, future or deputy managers and
- Well-led which is recommended for existing and registered managers to support their ongoing development.

The CPD modules and leaderships programmes are all eligible for funding from the WDF and are delivered by Skills for Care's endorsed providers. There's also an opportunity to access upfront funding from the WDF through endorsed providers or your WDF partnership.

You can search for endorsed providers delivering these leadership programmes and CPD modules at www.skillsforcare.org.uk/findaprovider or contact your local partnership to find out more.

The other priority is enhanced funding for completion of the Adult Care Worker and Lead Adult Care Worker apprenticeship standards, allowing employers to claim after successful completion of the diploma and then again after the end-point assessment.

You can find out more about the WDF and view all qualifications and learning programmes eligible for funding at www.skillsforcare.org.uk/wdf.

Ultimately confidence in care comes from people who need care and support and their families knowing they are supported by organisations that have strong and well led teams who are responsive to individual needs.

But all too often, the adult social care sector is not as good as we could be in sharing just how effective our services are. It's easy to forget that 80% of our services are rated good or outstanding, but how many people in our communities know that?

It's one of the reasons Skills for Care created our Accolades awards to recognise organisations committed to delivering high-quality care. NCA has always supported the Accolades because they share that aspiration to celebrate excellence.

This year we had another strong set of entries, but Skills for Care would encourage every NCA member to think about entering next year because each of you will have your own examples of excellence that could then be shared with the sector. Entries open in the spring. Keep an eye on our website for more information. www.skillsforcare.org.uk



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Fulcrum provides services that help care home managers and providers whether they want to: turn around, maintain or improve their businesses. As their 'critical friend', we help with areas such as audits, staff retention and training, and building relationships with local authorities. For those that are looking to improve even further, we show how they can add extra value to boost income even more. We help them with increasing occupancy and fee levels, promoting and marketing their home, and diversifying or adding to the services they offer.

Improving care quality control and compliance We don't go with one size fits all. Instead, our solutions for care home providers are individually customised according to their needs. Firstly, we try to understand the overall situation at the home, the practical realities of day-to-day management, and the identification of good practice as well as bad. We do this by carrying out comprehensive audits, observations, documentation reviews, and walkarounds of the home. Based on these findings, we start to formulate a viable action plan to address areas of concern. We also encourage good practice that is not usually evidenced systematically. The action plan is a 'live' document that

is reviewed and updated consistently based on ongoing audits, spot checks, documentation reviews and observations. We then support and mentor the manager and staff so they can cascade good practices to their teams.

Easing staffing pressures Our consultants will observe how care is delivered on the front line, especially during busy periods like meal times. Sometimes it is not the lack of staff that is the problem, but how the staff is deployed across the home. Fulcrum has its own method of calculating a theoretical number of staff members needed at a care home, and we adjust it for practical realities, such as the layout of the home, facilities available, individual care plans and needs of service users, rota patterns and staff availability.

Improving care home safety and reduce medication errors The starting point would be a medication audit that includes: examining medication administration records (MAR charts); reviewing documents such as care plans; observing the medication process and equipment; and interviewing and assessing staff.

Once the Fulcrum consultant has identified the strengths and weaknesses of the medication process, a detailed action plan is developed to address areas of concern. With staff, we will then ensure this is implemented, results are monitored, shortfalls are identified, and the action plan is modified. This process iterates until good practice is embedded in the staff team.



We regularly hear from you our members when times are tough and you need guidance or assistance with issues which we are here to support you through. We also love to hear from you about your successes and with great stories of excellent care from your dedicated teams.

Following on from last year we wanted to give you the opportunity again to tell us and all your fellow providers about your achievements and so launched our quest to find our 2019 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

For a second year running you didn't disappoint us! All applicants were really impressive, from the entries we received our board have selected four winners whom they wanted to celebrate as amazing, innovative, person centred and community focussed organisations.

Kevlin House

Peggy's World CiC

Coate Water Care

The White House Nursing Home



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.

We have extracted some of the key points from all of the four winners submissions which we felt made them such worthy winners.

Kevlin House no 'one size fits all' package of care, but an individualised approach to each person.

Everything a person with dementia says and does makes complete sense to them. Staff make sense and interpret what the person is saying.

They involve friends and family in understanding the person to enable them to feel comfortable with this and to help the person feel good about themselves.

People need to feel in control ...not be governed by set rules regulations or routines, can do or go wherever they wish with support. This means things are done a little differently at Kevlin House.

Their garden is dementia friendly , including pathways , a sensory area, work benches for people to use when gardening, a potting shed, summer house and chickens.

People are treated as individuals with differing needs which is clearly reflected in their plan of care. 'People need to feel as if they still matter and have meaning in their lives, our staff team understand this'.

Staff understand it's a smile, laughter and a comforting touch that connects with a person experiencing dementia.

They ensure people still have meaning to their lives and are busy and engaged in something that seems worthwhile.

They focus on what a person 'can – do' as opposed to what they can't.

Staff see all behaviours as a way of trying to communicate, it is about the person's feelings and not because they are being difficult. They provide understanding, love and comfort rather than giving medication as a way of keeping people calm.

Kevlin House encourage and support friendships between people living in the homes and give and receive hugs when needed.

Coate Water Care was a failing care group, with 5 homes requiring improvement and 2 inadequate.

Sue and Paul Houldey worked tirelessly helping to bring the level of care and compliance back to the high standards previously experienced.

Sue developed a quality compliance toolbox supported by training, utilised by staff from home managers through to care and ancillary. It has been the backbone of activity and encouraged overall change in perspective.

Sue and Paul both believe in home grown talent and therefore see the company's future clearly featuring staff who have progressed from within through to management.

They developed a future leader's programme, offering 12 months of training, coaching and support to deputy/clinical leads. From the first year one attendee became a home manager and two others deputies. It is now in its second year.

To ensure continual improvement they have researched assessed and implemented many new technological advancements such as; electronic medication system and person centred care planning and delivery software.

A successful tender was submitted to run a 16 bed stepdown unit in one of their Gloucester homes, the contract was managed without any issues, with a 2nd contract agreed. This success led

Coate Water Care to run a 30 bed stepdown unit for Worcester and a 9 bed in Swindon. This is innovative work supporting NHS to manage their pressures and develop understanding of the Trusted assessor process.

Peggy's World CiC, founded by Amanda and Tilly Brock, sisters who had both supported their nana "Peggy" through her time living with dementia and are both passionate about delivering a service that fills the gap between diagnosis and later stage dementia. The service initially registered for domiciliary care and also day care and support for people and families living with dementia.

They have since built 4 ensuite hotel style bedrooms with the aim of providing respite facilities for not only the person living with dementia but also their partner/carer or close family member. They believe when a person caring for a loved one requires a break, the only option available is a place in a care home, meaning separation and the added anxiety that this brings. At Peggy's families can come together, the person living with dementia can be cared for and the carer can have a well-earned break knowing that their loved one is being looked after.

The CQC did not quite understand the concept and they had a year of trying to explain the "unique and innovative" vision. In June 2019 they finally got CQC registration and were able to offer rooms to the families they were already supporting in day care and the wider community.

"This has not been an easy journey and at times we felt that no one understood what it was we were trying to offer, despite our existing service users and carers telling us that it was what was desperately needed."

Peggy's World aims to provide a holistic service that meets the needs of the elderly, frail and those living with dementia, their families and carers all delivered under one roof; supporting the

relationships that allow families to continue to care for their loved ones, allowing them to remain at home for as long as possible.

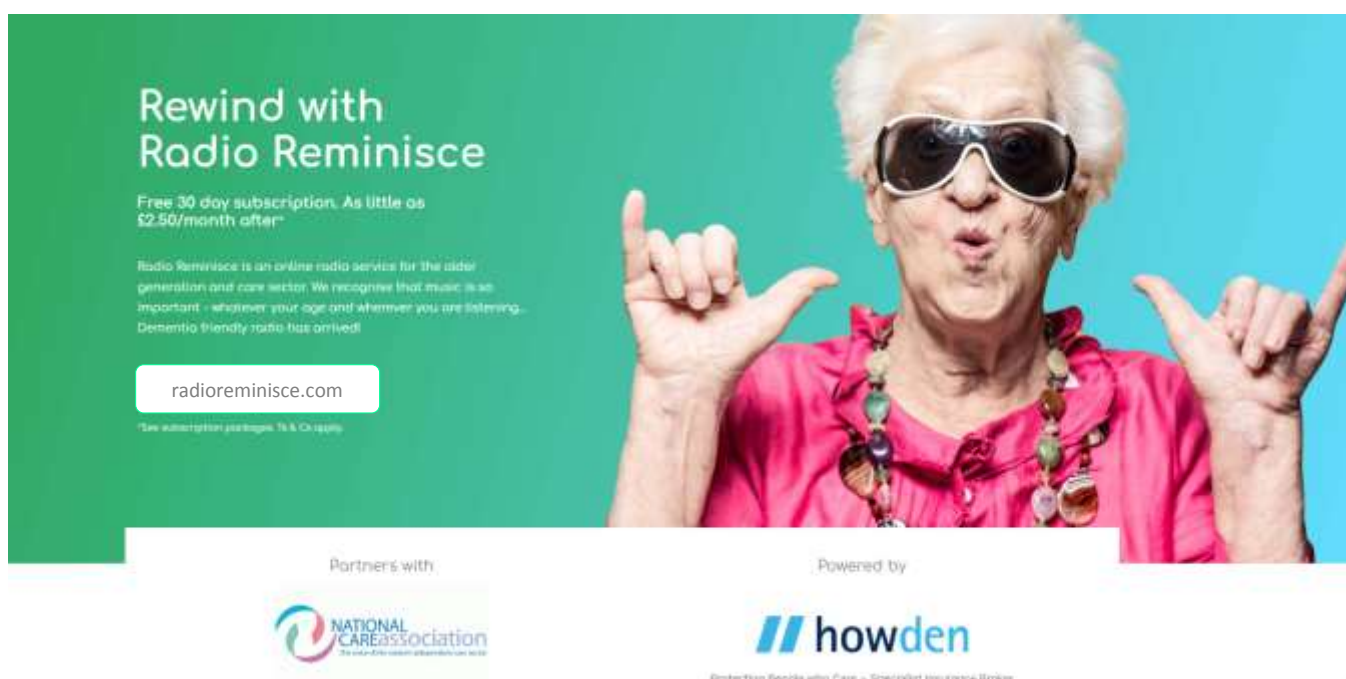
The White House Nursing Home's current CQC status is "Outstanding" and they are continuously working to maintain this status and make improvements.

They have just been re-accredited by the GSF (Gold Standard Framework) and awarded 'Platinum' status for providing training at the End of Life phase for their residents. Following the interviews and site visit they were nominated for the GSF Care Home of the Year 2019 Award – a national award where they were one of fifteen finalists nationally.

In order for carers to spend more time with the residents rather than paperwork, they successfully transitioned from paper to digital care plans, with the information captured quadrupled. A relatives gateway enables loved ones to 'log-in' and see care actions, notes and messages of how their loved one is doing as well as pictures of activities and significant events. The access to information for visiting professionals is immediate and easy to populate.

Further investment in technology with a sensory and interactive mobile hydraulic table, for activities in group sessions but just as importantly provides activities for 1:1 residents.

This year they have raised funds for the Alzheimer's Society and Prostrate Cancer through coffee mornings, cake sales, food fairs made possible by their Volunteer Programme consisting mostly of people who have lost loved ones at The White House who have decided to come back and 'give back' to the other residents in our care. These volunteers have witnessed the care provided by the staff and just want to be part of the home and staff team. This ties in with GSF in that we are not only looking after the resident but also their families even after the resident has passed away.




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Radio Reminisce is an online radio service for the older generation and care sector. We recognise that music is so important - whatever your age and wherever you are listening. Dementia friendly radio has arrived!

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*See subscription packages, Ts & Cs apply

Partners with  **NATIONAL CARE Association**
The sector's professional standards and voice

Powered by  **howden**
Protecting People who Care - Specialist Insurance Broker

This extremely busy head of HR & Operations used Technology to improve their CQC Rating from Good to Outstanding

CASE STUDY:

Nursing and Care are care-home operators who also provide adult care for clients in the comfort and privacy of their own home, with the head office based in London and care staff spread throughout London and the UK. René is a very busy Head of HR and Operations who with her team keeps everything running smoothly.

As they grew, adding more clients, care staff and looking to expand outside London. Rene knew that their existing IT Company and Care Software had to be changed and to move from a semi electronic / paper-based system to a fully electronic one by streamlining IT systems.

Challenge – Growing Pains

“Our existing IT provider was no longer providing the personal touch that it once had; it was frustrating as we could never get hold of anyone and when we did, quite often the IT problem never got resolved.

At the same time our existing care software had some drawbacks. Carers’ time sheets still had to be reconciled manually, carers’ notes were still being hand written and any change in reports took too long.

When we looked for a new IT company, we did a lot research and invited 4 companies to discuss our IT needs. We knew that Adam had helped other Care providers and took the time to ask questions and he was genuinely interested in how we could be supported.

Working with H2o Networks, enabled us to implement the following:

Growth Builder One

Just one conversation with H2o Networks opened £30k in free funding for technology.

By having H2o Networks as our IT Partner, they told us how they had helped other Care Groups secure funding for technology. We later used this for upgrading our IT equipment and software.

This was quite painless, as we did not actually realise these grants had been available. We just had to speak to our two existing suppliers.

Growth Builder Two

Going Cloud, was a game changer, we could access our data securely from anywhere.

We had been thinking of cloud for a while. It was so easy – anytime a new starter came on-board they could access remotely. This meant we did not have to worry about staff and carers having to return to base to update notes. The big changer was transparency – care managers and owners could log in any-time to see what was happening instead of the normal daily update emails which sometimes were missed.

Growth Builder Three

By changing our IT partner it meant we grew quicker.

For the first time in a while many of the IT issues that we had been struggling with, simply just got resolved. Areas which were manual could now be automated. The staff felt fully supported and issues easily solved within 5-10 minutes. Care is about helping our clients and not having to deal with IT issues.

Growth Builder Four

Retain excellent carers and give them extra time to spend with Clients.

One of the key problems we have is recruiting and retaining excellent carers. Part of the issue is that carers always feel rushed with constant writing out paperwork and manual recording. By utilising speech recognition technology, carers now have an extra 2 hours per week and can spend more time with clients.

Growth Builder Five

CQC Rating from Good to Outstanding - The Correct Care Software that works for us.

The thought of a new care system was overwhelming and we had been looking for a while. It was when H2o Networks actually looked at how we worked, sat in on meetings and asked the right questions we felt that we were making progress. It was because H2o Networks is software agnostic they could really help us find the right care system.

Prior to the new software, I had a need to constantly check everything which made me feel like a micro manager, something I don’t like to do. When we deal with people’s care, it is personal and we have to ensure care plans are being carried out with the client’s best interest and not put pressure on care staff who are there to care and often feel paperwork takes them away from the care they want to give”.

Results and Benefits

- 90% of IT Issues resolved within 5 minutes
- 80 % reduction in IT calls and team frustration

- Staff have anywhere secure access
- Staff don't have to complete time sheets, its automated
- Real time view of care, in real time
- 18% saving on IT services per annum
- 2 hours saved per week per carer
- 4.9 hours per week saved per week on admin
- Achieved Outstanding Rating from CQC
- GDPR and ISO Compliant

H2o Networks is an IT company that has worked with Care Groups and over 200 Care Homes for 18 Years and works with many Care Groups like The Bondcare Group, Care Word Wide and Draycott Nursing.



Adam's speciality is reducing IT costs, improving CQC rating through technology and obtaining free grants. If you want to experience the same improvements to your care home please contact Adam at H2o Networks on 0203 475 6551 or go to www.itforcarehomes.co.uk

2020 - welcoming new sponsors

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.

NCA sponsors offer our members various benefits to help realise real savings and provide support through the regulatory and policy issues that affect us all.

National Care Association values the contribution our sponsors make to the social care sector in their unique way. In order to ensure we harness the most effective support we have created a NCA Sponsors Board which meets annually to consider and respond to the challenges our members face.

We pride ourselves on our collaborative approach with our sponsors where 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.

This year we have welcomed Clydesdale Bank as new sponsor, their 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.

In early 2020 we will be welcoming two new sponsors, the Society for Later Life Advisors and Appetito.

A full list of current sponsors and suppliers is available at the back of our newsletter, or you can find the listing on our website along with key contact details and offers that our partners provide.

www.nationalcareassociation.org.uk/suppliers-directory



Bevan Brittan

howden



feel good



ipa
purchasing



appetito

You could face a civil penalty if you employ an illegal worker and have not carried out the correct right to work check.

You must check that a job applicant is allowed to work for you in the UK before you employ them.

- check the applicant's original documents
- check the applicant's right to work online, if they've given you their share code

If checking the applicant's original documents

- You must see the applicant's original documents.
- You must check that the documents are valid with the applicant present.
- You must make and keep copies of the documents and record the date you made the check.

You need to check that:

- the documents are genuine, original and unchanged and belong to the person who has given them to you
- the dates for the applicant's right to work in the UK have not expired
- photos are the same across all documents and look like the applicant

- dates of birth are the same across all documents
- the applicant has permission to do the type of work you're offering (including any limit on the number of hours they can work)
- for students you see evidence of their study and vacation times
- if 2 documents give different names, the applicant has supporting documents showing why they're different, such as a marriage certificate or divorce decree

Further advice is available online on covering; the copying of documents, what to do if your applicant cannot show their document and what documents you can accept.

www.gov.uk/check-job-applicant-right-to-work

If you need advice about your DBS applications contact our team who are experienced care sector applications.

T: 01634 716615

E: dbsonline@nationalcareassociation.org.uk

DBS Specialists for the Care Sector

SAFE online Disclosure and Barring Service (CRB) that you can rely on



SECURE

Dedicated online DBS processing website and secure payment facility



ACCURATE

Your DBS application is assigned to a member of our DBS team where thorough checks are made - you will be contacted immediately should any further details be required.



FAST

With no postal delays and all details held online it is estimated that the online processing system reduces waiting times by 5-10 days.



EFFICIENT

Your application process starts once you complete the online form, for a fast, paperless and errorless application.

Price REDUCTION—from Nov 2019

Online Enhanced	£51.00	Adult first	£8.40
Paper Enhanced	£52.00	Volunteer	£12.00

Reduced form filling
Reduced processing time
Reduced costs

ISA guaranteed within 24 hours

DBS certificates issued within 3 days*

(*service average, all applications will vary)

For further information contact our DBS team

T: 01634 716615

E: dbsonline@nationalcareassociation.org.uk

W: nationalcareassociation.org.uk

SOLLA—meeting the needs of people seeking advice about financial issues in later life

Well led, high quality care provision is a key priority for all successful providers, however ensuring sustainable funding is also important. Many providers may not always feel confident engaging with financial aspects when it comes to self-funders and their families. So whether you are a charity or for-profit business, can you be confident that your fees will be met?

Most people are novices when it comes to arranging and paying for care, whether for themselves or loved ones. Where can they get the best care? How does the care system work? What happens if they run out of money or can't sell the family home? Who will help them understand and claim benefits such as attendance allowance?

It's a minefield of new and often complicated information, so having confidence to take advice when it comes to paying for care is important as people rarely plan for this eventuality or know what their options are. By helping your self-funding residents and service users to find and benefit from financial advice means they can plan to meet their care costs in the best possible way. There's a world of difference between those that get good advice and those that don't. Making the best choices to pay for care can only be done with careful, considered trusted advice.

SOLLA the Society of Later Life Advisers was established to make

sure those in later life who are need help with retirement, moving into care or dealing with disability are able to make better informed financial decisions, many of which can be life changing. As a not for profit organisation SOLLA does not profit from advice given. All advisers on their website have achieved the Later Life Adviser Accreditation involving rigorous standards of technical and practical skill. A face to face interview assesses their ability to explain complex issues clearly and evidences the soft skills needed when working with older, often vulnerable clients and their families. All advisers adhere to a SOLLA code of practice and undertake vulnerability training and must be relicensed annually.

SOLLA provides support through training and CPD, working closely with NCA members providing information leaflets for residents and service users. Care providers can join the Society without charge as SOLLA Affiliates.



Contact SOLLA to find out about Affiliate Membership, obtain leaflets or to find your local accredited advisers.

T: 0333 2020 454

E: admin@societyoflaterlifeadvisers.co.uk

W: www.societyoflaterlifeadvisers.co.uk

Are you making the most of your membership?

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

"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."

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.

"As the proprietor of Victoria Lodge for the last 27 years I am extremely proud to have achieved the outstanding ratings in caring and well led, giving us the overall rating of outstanding. This could not have been achieved without my loyal staff, my service users and their friends and family. I have been a member of the National Care Association now for many years, and would like to say thankyou for your support, guidance and advice given throughout the years."

National Care Association—Sponsors & Suppliers 2019

Bevan Brittan — Leading providers of legal and advisory services to health and social care organisations.

www.bevanbrittan.com/socialcare

Boots — Are able to undertake a medication audit for you and provide you with training for your staff which will meet the CQC standards.

www.boots.co.uk

Clydesdale Bank — Health & social care team skilled in structuring flexible finance packages for customers.

www.cbonline.co.uk/healthcare

ACCESS Skills — an endorsed Skills for Care training provider offering government funded diploma programmes at level 3, 4 and 5.

www.accessskills.co.uk

Aid Call — Leading supplier and manufacturer of wireless nurse call solutions with a range of products and bespoke solutions designed specifically for care homes

www.aidcall.co.uk

Alliance Disposables — A leading independent catering and kitchen equipment supplier to the UK & Ireland's healthcare industry and public sector.

www.alliancenational.co.uk

Arolite — Maintenance and servicing of commercial catering washing and refrigeration equipment

www.arolite.co.uk

ASCOM — communication systems that integrate nurse call, smartphones, assignment and alerting software, and reporting systems.

www.ascom.com/uk

BKR Care Consultancy — Crisis management, QA, Mock Inspections, Training & Development, Due Diligence, Expert Witness

www.bkrcc.co.uk

Browne Jacobson — working with health and social care providers and commissioners providing a full range of legal advice

www.brownejacobson.com

BVS Training — video-based training resources that are developed by leading consultants in social care.

www.bvs.co.uk

Clarkson Wright & Jakes — Kent based specialist legal advice for the residential care home sector .

www.cwj.co.uk

Confidential Document Destruction Ltd— ensuring your confidential paper work is handled, destroyed and put back into the recycling chain

www.confidentialdocumentdestruction.org.uk

Cortech Healthcare Ltd — Movement system, Electronic Commode Showerchair, with single operator use, mimicking human movement.

www.cortech-healthcare.com

Courtney Thorne — Wireless SMART nurse call system is designed to help with service improvements and operating cost savings.

www.c-t.co.uk

Cura Systems — Intelligent and modern care planning, medication management, staff planning, notes and time and attendance software.

www.cura.systems

Energy Cost Advisors Ltd—Honest and impartial independent energy and water cost advice.

www.eca-group.co.uk

Facere Melius—Care quality, corporate governance, patient & staff safety, risk management, system development. CQC prep, management and improvement.

www.facere-melius.org.uk

Howden — Over 20 years' of experience and expertise in providing insurance solutions for care homes in the UK.

www.howdengroup.co.uk/uk-en/caring-professions

IPA Purchasing—With IPA you can Save up to 50% on your invoices with leading catering, clinical & medical, furniture, equipment, uniform and utility.

www.ipapurchasing.co.uk

Quality Compliance Systems — Providing high quality bespoke Care Quality Commission (CQC) policies, procedure and toolkits for Adult Social Care providers.

www.qcs.co.uk

Fulcrum Care Ltd — Care home management support, and guidance on regulation, operational matters and all matter relating to care home management.

www.fulcrumcareconsulting.com

H2o Networks — IT company working with Care Homes for 18 Years specialising in reducing IT costs, improving CQC rating through technology and obtaining free grants.

www.itforcarehomes.co.uk

JLA — Providing commercial laundry machines reducing the hassle and cost of running critical areas of your business - and delivering the highest level of hygiene

www.jla.com

Log My Care — Care Software developed directly with carers, managers and owners to create a free and easy system that helps everyone do their jobs better.

www.logmycare.co.uk

London Osteoporosis Clinic — Free information and tools to help manage arthritis / osteoporosis / rheumatism or an appointment with a clinical expert.

www.londonosteoporosisclinic.com

Lustalux Graphics — Creating a sensory experience with your walls — Stunning Vinyl Wall Graphics and Murals, created and installed by Lustalux.

www.lustalux.co.uk

PrePro Consult — Providing practical, sensible and effective fire safety advice. We specialise in the care home and sheltered accommodation sectors

www.preproconsult.com

Quality Care Consultancy — Helping providers meet CQCs standards through expert advice and document support to improve their CQC rating.

www.janettecuthbert.co.uk

Signage for Care — Online shop dedicated to innovative dementia signage meeting all necessary requirements for a dementia friendly environment.

www.signageforcare.com

Taremtect — CBSecurepass electronic sign in system to help care homes effectively and efficiently manage visitor, staff and resident on one platform.

www.taremtect.com/carehomefreetrial

TrustID — Offer the broadest range of ID validation services designed to make Right to Work checks quick, reliable and affordable wherever you need them.

www.trustid.co.uk

uComply — Services to ensure you are fully compliant with the Home Office guidance for Right to Work both technology solution or Right to Work training.

www.ucomply.co.uk

Ultra Protect — Providing ground breaking technology products in Safety, Health and Security to care/retirement homes.

www.ultraprotect.co.uk

Westfield Health— Offering effective absence and risk management tool, and valuable employee benefits through the Foresight Plan.

www.westfieldhealth.com

Want to learn more about what our sponsors and suppliers can offer? Or are you interested in becoming a supplier? Please visit
www.nationalcareassociation.org.uk/suppliers

When the Inspector Calls



In 2017 we launched our Business Clinics to help NCA members across the UK develop their skills and knowledge in the business side of care. Building on this in 2018 we developed 'Care Study Days' which we continued all through 2019 covering topics from CQC inspections, employment law and technology in care.

Our 2019 Care Study Days were kindly chaired by Howden and all of our speakers gave their time at no charge, which allowed us to reach as many of our members as possible across the country and to keep the price of attending to an 'at cost' price.

We covered key topics, most relevant and beneficial to managers and owners, as highlighted by you our members through our feedback questionnaires. Our aim being to provide you with a knowledge building, information packed day that enhances your 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 and their local colleagues. We would like to thank all of our speakers and



exhibitors who gave up their time for the benefit of our members allowing us all to learn from their expertise.

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 2020 please do get in touch.

With thanks to
Care Quality Commission | Home Office | Howden | Digital Social Care | BKR Care Consultancy | Healys | Institute of Public Care.



Would you recommend us? 10% off membership referral scheme

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



Care study days across the country



co-production



raising awareness



surveying member views



online DBS service



getting members voices heard



digital social care



Care quality commission



advising members



BBC panorama crisis in care



consulting with government



celebrating those who care



representing and lobbying



CQC fees consultation



the care home show



social care brexit advice to government



BBC news



celebrating success



health + care



special interest group—digital

2019

Peace of mind in times of challenge
Influence and making change happen;
a national voice — a local concern



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Representing | Influencing | Challenging | Responding | Guiding | Supporting