

NEWS AND INTELLIGENCE FOR CARE HOME OWNERS AND OPERATIONS DIRECTORS

CARE HOME PROFESSIONAL

OCTOBER 2023 / ISSUE 96

CAREHOMEPROFESSIONAL.COM

+

LIC AWARDS

Did your company
make the shortlist?

Leaders in Care Conference

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up on all four star-studded
panels and more here

EMPOWERING EXCELLENCE

Radar Healthcare, sponsor of the Leaders in Care Awards 2023, continues to showcase its commitment to uplifting social care – chief partnerships officer Rhian Bulmer shares how its innovative solutions are transforming the industry



46% of leavers were never asked to stay!

1000 Health and Social Care professionals surveyed

The Big Reshuffle sets out to answer key questions like why are people leaving the Social Care sector, where are they going, and what are the most influential factors for starting and staying in Care work.

The Big Reshuffle focuses on leavers data. Some of the biggest takeaways:

- Pay isn't everything; 10% leave the sector because they didn't feel valued.
- 67% of respondents chose to stay in a job because they were offered more hours or more flexibility.
- 77% of leavers would consider returning.

In this report, we will look at the trends seen in the last year, the meaningful changes compared to 2022, then highlight how Social Care organisations can improve recruitment and retention, while strengthening their commitment to their mission and the people who make it possible.



Oli Johnson
Sona Co-founder
www.getsona.com



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- 🔗 Integrations

NAVIGATE

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5-9 | NEWS

All the biggest news stories from the care sector this past month, including the new Shadow Minister of State for Social Care, a 30% year-on-year growth in care home insolvencies, Exemplar's plan to double the size of the company with 40 new homes, and Care England offering mock inspections.

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READ BETWEEN THE LINES

Unsurprisingly, the government has put a deceptively positive spin on its recently announced injection of cash for health and social care.

Anyone reading the press release would think the government was like a benevolent uncle or grandmother to the sector, dishing out a little cash ahead of Christmas. Here is what I read between the lines of the seemingly innocuous statement.

The government says it has stumped up £40 million for social care – this is false. It's not the first time the government has injected cash into social care with the intention of allowing the sector to open up more beds to discharged hospital patients. It isn't even the first time this year. So the £40 million (already a small portion of the total £200 million for health and social care, when the care sector workforce is in fact larger than the NHS) is really for the benefit of healthcare rather than social care.

The government says £1 billion invested in healthcare has reduced NHS waiting lists – this is misleading. Amanda Pritchard, chief executive of NHS England, said the £1 billion had improved wait times for ambulances and A&E. While it may be true that some waiting times have come down over the last 12 months, they were at all-time highs due to backlogs created by the Covid-19 pandemic; it's hardly worth bragging that you've improved upon the worst waiting times ever. On top of that, as of the latest data set in July, waiting lists were still on the rise and at the highest they have ever been, even if some waiting times are reducing.

The government says, "winter is the busiest time for the NHS – combined this year with ongoing pressure from industrial action" – this is disingenuous. Strikes in the past year have undoubtedly made things difficult for the government. However, in a real kick in the teeth for public sector workers, the language used in the statement paints the government as the helpless victim of industrial action. In reality, its austerity policy has created an economy where the average person (and even relatively well-paid doctors) are left with no choice but to strike. It's a kick in the teeth to the British public for the government to not hold up its hands and admit its partial responsibility for the conditions that led to the strikes, just as it is a kick in the teeth to try to mislead the British public with statements like this.

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UPDATE

ESSENTIAL NEWS FOR CARE HOME PROFESSIONALS

CARE HOME INSOLVENCIES ARE UP 30% YEAR ON YEAR

Rising interest rates and other financial pressures are pushing care homes to 'breaking point', according to auditing firm Mazars



The number of care home businesses going insolvent has increased 30% in the last year, new research shows.

Care home closures are reportedly up to 105 from 81 the year before, shows new data from Mazars, an international audit, tax and advisory firm.

The data covered the 12 months to 30 June 2023.

Many care businesses remain heavily leveraged and interest rate rises will have added significant additional costs to those with floating-rate mortgages on their properties, Mazars claimed.

Given that many care home providers already operate on very thin margins, these extra costs have represented what the auditing firm called a financial "breaking point" for some.

Care homes have also been hit by a sharp increase in costs such as food and energy.

A shortage of staff has also pushed up their cost base. Meanwhile local authority expenditure on adult care has consistently lagged rising inflation rates.

Rebecca Dacre, partner at Mazars says: "Care home businesses are crumbling under the pressure of rising costs across almost all areas."

Dacre adds that residential care businesses are also struggling with the mounting costs of attracting and retaining staff.

In 2021/22 average hourly wages for care workers increased by 49p to £9.50 (+5%) whilst National Living Wage increased by an average of 19p to £8.91 (+2%).

Dacre added: "Many care homes are increasingly relying on agencies to help get staff in. The only problem is that agency workers are often far more expensive."

The closure of care homes piles more pressure onto local councils and the health service, as well as causing great distress for residents and their families. Residents of closed care residencies will often be moved to a hospital bed, placing even more pressure on the NHS. Dacre concluded: "The care sector is vital to looking after the most vulnerable members of society. More closures in the sector only worsen the bed shortage already being experienced."

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CARE SECTOR BIDS ADIEU TO LIZ KENDALL

The UK social care sector is losing its shadow social care minister, Liz Kendall, thanks to a shadow cabinet reshuffle by Labour Party leader Keir Starmer.

The shadow cabinet reshuffle was announced by Starmer on Monday, 4 September, with Kendall moving on to the role of Shadow Secretary of State for Work and Pensions – a significantly more prestigious role.

The Leicester West MP has been Shadow Minister for Social Care since April 2020, effectively seeing out the entirety of the Covid-19 pandemic in the role.

Labour was slow to select a new appointment for Kendall's former role, with the rest of the shadow cabinet being announced a day before Andrew Gwynne was revealed to be taking over the role. See the story below for more details.

Despite the reshuffle, Kendall was battling for social care reform right up until the end. She said in the House of Commons yesterday: "The Chancellor tells the over-50s to get off the golf course and the DWP Secretary tells them literally to get on their bike! Isn't the truth that this government's failure to cut waiting



Credit: Future of Care Conference.

lists, sort social care and have a proper plan for reforming our job centres is harming individuals and our economy as a whole?"

Other notable members of the new shadow cabinet for the Department of Health and Social Care include Wes Streeting, Shadow Secretary of State for Health and Social Care, and Margaret Wheeler, Shadow Spokesperson (Social Care).

NEW SHADOW MINISTER OF STATE FOR SOCIAL CARE

In the Labour reshuffle last month, Andrew Gwynne, MP for Denton and Reddish, was appointed as Shadow Minister of State for Social Care.

Gwynne, who has served as Labour's Shadow Public Health Minister since December 2021, said he is "looking forward" to taking on the new role and building on a care system fit for the future.

As Minister of State, the news means Gwynne will serve as number two to the Secretary of State within the Shadow Health and Social Care Team.

Gwynne is taking over from Liz Kendall, who has left the Health and Social Care Team after being appointed to Shadow Secretary of State for the Department for Work and Pensions.

Andrew Gwynne said: "I'm absolutely delighted to have been asked to serve as Shadow Minister of State for Social Care under the Shadow Secretary of State Wes Streeting.

"I'm proud to have held the government to account on health inequalities, tobacco control, obesity and issues affecting clinically vulnerable and clinically extremely vulnerable patients. I have no doubt that Preet Kaur Gill will do an exceptional job in her new role. I'm very much looking forward to taking on the social care brief after Liz Kendall's excellent work.

"Under the Tories, we've seen 13 years of broken promises and failure to reform social care. The next Labour government



will be mission-driven in building a care system fit for the future, one that meets the needs of older and disabled people and their families."

EXEMPLAR TO DOUBLE IN SIZE WITH 40 NEW HOMES



Exemplar Health Care has announced an ambitious £200 million expansion plan which is set to create over 4,000 new jobs, the specialist nursing care provider announced.

Founded in 2000, Exemplar Health Care already operates 42 specialist homes across the UK.

The provider intends to add 40 new homes to its existing portfolio over the next five years, focusing on the North West, North East and Midlands. A number of development sites have already been identified, and 10 homes are in development.

To support the expansion plan, Exemplar Health Care's development team are on the hunt for new land-buying opportunities across the North and Midlands. This includes undeveloped land, existing or recently closed care services that can be adapted to the Exemplar Health Care model, or other similar sites.

Martin Vickerman, property and developments director at Exemplar Health Care, said: "Our expansion is driven by commissioning demands and the upsetting reality that many individuals living with complex conditions are frequently left in unsuitable hospital settings, sometimes for extended periods exceeding two years, and invariably far from their homes.

"This situation poses significant challenges to the wellbeing and rehabilitation of these individuals, the wellbeing of their friends, families and loved ones, whilst adding in additional and unnecessary pressure on acute NHS services.

"We therefore feel it is vital to bring more community services to market so we can better support individuals needing high-acuity care, help them live closer to their support networks, and offer a really personalised approach to supporting them to achieve their goals.

"All the while, we'll be helping the NHS free up much-needed capacity, particularly those beds which are often occupied on a long-term basis and having more intensive nursing intervention needs."



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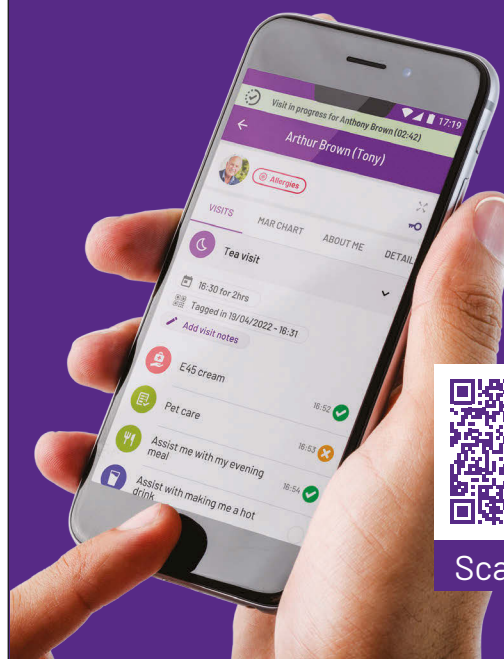


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INVESTMENT IN SOCIAL CARE COULD REVIVE UK ECONOMY



A properly funded social care system would power growth, unlock jobs, boost business and save the NHS money, says a Future Social Care Coalition (FSCC) report.

The report, entitled 'Carenomics', lays bare how the fragmented and underfunded sector is "stifling" the economy and

having a negative effect on the labour market. The analysis warns that the government's 'Levelling Up' agenda and other measures to transform the UK cannot be achieved without substantial new investment in social care.

'Carenomics' outlines the case for putting more money into the care sector, which generated £51.5 billion for the economy in England in 2021-22.

It also reveals that care staff are crucial to the UK economy, calling for urgent intervention from ministers to attract and retain workers to an "overlooked" sector that is bigger than electricity, water and waste management.

At least four in five UK jobs pay more than care. Official figures show that care staff with more than five years' experience earn just 7p per hour more than colleagues who've been in the job for less than a year.

If investment in care was boosted and more care workers recruited on better wages, it's likely more people aged 50-64, currently unable to work because of caring responsibilities, could return to the labour market, said the report.

An increase of just 1% in the 50-64 age bracket in work could boost GDP by around £5.7 billion per year, according to data.

CARE ENGLAND TO OFFER MOCK CQC INSPECTIONS



Care England and BKR Care Consultancy have announced a partnership which will help the care sector better prepare for the Care Quality Commission's (CQC) new inspection framework.

BKR Care Consultancy is offering providers a mock inspection against the CQC's new assessment framework to help services prepare for regulatory inspection and ensure standards are maintained to a high standard.

Often carried out in a single day, an action plan or comprehensive report is produced to guide and support the service forward. A team of consultants attend the site and check all aspects of the operation of the service.

Feedback is provided throughout the visit and detailed formal feedback given at the end of the day.

A mock inspection allows a service to assess where it is in relation to current CQC requirements, test its staff teams' response to being inspected and identify its strengths and weaknesses. They are a useful tool for assessing internal quality assurance systems effectiveness.

Mock inspections may also be used to refute CQC reports, satisfy lenders that improvements have been made to restore confidence in the business or to assure service-users and their families that the service has corrected failures identified by the CQC.

An independent mock inspection can provide services with a useful insight into the current regulatory status of the service ensuring staff focus on areas of deficiency or strength. Care England members will be eligible to receive a discount on this mock inspection service.

£2,000 PAY INCREASE FOR SCOTLAND'S SOCIAL CARE STAFF



Staff working in adult social care (ASC) will receive at least £12 an hour under a new pledge made by First Minister Humza Yousaf. The uplift will mean an increase of more than £2,000

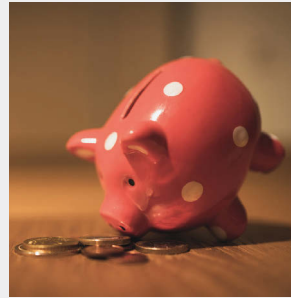
a year for some staff in April 2024.

The £12 minimum pay rate represents an increase of 10.1% from the £10.90 minimum rate that was introduced in April 2023 for eligible staff.

For workers who previously received National Minimum Wage, this increase will represent a minimum increase in pay of 15.2% compared to April 2023.

First Minister Humza Yousaf said: "They fulfil a vital role in society, and we are immensely grateful for the contribution they make. Pay and conditions are of great importance in the wellbeing and retention of the social care workforce, and that is why we are committing to make sure staff in these vital services are paid at least £12 per hour."

OSJCT ADMITS 'SIGNIFICANT DEFICIT FOR THE YEAR'



The Orders of St John Care Trust (OSJCT) has released its financial results.

The charity's income for the year to 31 March 2023 was £143.8 million (£134.1 million in the year prior). Total charitable expenditure, meanwhile, was up to £151.1 million (from £141.6 million).

The organisation spent just over £100 million on wages and salaries. Of 3,823 employees, 67 were paid more than £60,000. This included 11 who earned over £100,000, and one who earned between £220,000 and £230,000.

Care home residents remained the company's primary business, while 55% of service-users were local authority-funded. Occupancy levels were up to 85.6% (from 80.8%). The percentage of homes with a 'good' or 'outstanding' rating from the Care Quality Commission dipped slightly year-on-year, but was still above the national average at 89.2%.

The report acknowledged that the Orders of St John Care Trust "has registered a significant deficit for the year", but added that "this was budgeted for".

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COME ONE, COME ALL

Sanjay Dhrona, managing director of **The Close Care Home** and director of the **Outstanding Society (OS)**, reveals the benefits of being a member of the free-to-join organisation

You do not have to be 'outstanding' to join the Outstanding Society (OS). Yes really, it's true – so true I will say it twice! You do not have to be 'outstanding' to join – you just have to want to share and learn from others in the sector who are focused on being the best they can.

Who are we and what do we do? The OS was formed by a small group of providers who had, at the time, all recently achieved 'outstanding' ratings following the introduction of the CQC (Care Quality Commission) inspection standard ratings in 2014. There was a general consensus between these providers that it would be beneficial to the adult social care sector if services were able to share their expertise with other providers and support the driving up of quality across the whole of England.

In 2021 the OS was set up as a community interest company. This was to provide a platform to share and celebrate best practice while helping others to improve and raise the profile of social care.

Our joint vision as directors is to give providers free membership which allows



free access to our virtual events, newsletters and podcasts. It provides a platform for all providers to access topical information and will also be a platform to celebrate innovation and share best practice.

Keep in mind that the OS is totally run by providers; we know the challenges and we know that tackling them together makes it easier. Best of all, it is free! There's no sales pitch to buy anything. We have sponsors who we appreciate and value, and we only work with them if we think they are the very best there is.

So much of what we do, and do so well, is because of the diversity in the people we

have in the team, from small independent operators to people that have worked in large groups and now run them.

As if that wasn't enough, the Outstanding Diversity Forum will work to foster inclusion for all diverse, socially mobile and under-represented talent and residents working and using the sector, and to promote inclusion and best practice in all facets of the sector by working to share and promote a space to learn, share from each other in order to create environments where the best talent can succeed and for the benefit of the people we care for.

There's much more to come – exciting learning around environmental, social and governance, plus new podcasts and attendances at trade shows. It's worth getting involved no matter what your position; from CEO to the catering team, we have something exciting for everyone.

The directors of the OS will be at the Care Show on Wednesday 11 and Thursday 12 October 2023 at the Birmingham NEC and would love to see you. Or you can attend our next virtual meeting for free through our website.

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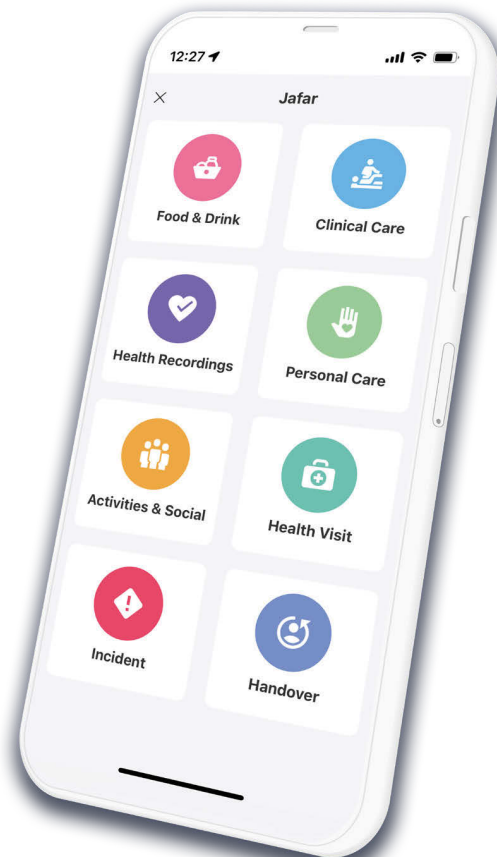
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LIC AWARDS SHORTLIST

Ahead of the sixth annual Leaders in Care Awards (sponsored by Radar Healthcare) on Tuesday, 10 October, find out who will be in the running to pick up a trophy on the night (and don't forget the shortlist does not include the Lifetime Achievement award, sponsored by Fulcrum)



CARE HOME PROVIDERS

Innovation in Care Homes

Clarendon House Care
WCS Care
Perry Manor, Care UK
Eleanor Care
Black Swan Care Group

Care Provider of the Year, sponsored by Apetito

Boutique Care Homes
Cornerstone Healthcare Group
Care UK
Hallmark Care Homes
Stow Healthcare Group
HC-One
Barchester

Care Home Design of the Year

Chartwell House, Boutique Care Homes
Oxbow Manor, Care UK
Angmering Grange, Hallmark Care Homes
Wheldale Heights, Exemplar Health Care
Mayfield Care Home, Cromwell Care
Guiseley Manor, New Care

Registered Manager of the Year, sponsored by CloserStill Media

John Gilfillan, Barchester Healthcare
Kerry Cameron, Eleanor Care
Attila Gyarmati, Eleanor Care
Bozena Szczepaniak, Care UK
Wan Illman, Shaw Healthcare
Sharon EasterbrookSmith, Orchard Care Homes

Leader of the Future, sponsored by Sona

Alex Ball, Stow Healthcare
Ali Al-Mufti, Arcadia Care Homes
Jayne Connery, CCFTV
Anees Riaz, Care UK

Executive of the Year, sponsored by Prosperwell (formerly Smooth Digital)

Roger Catchpole, MD, Stow Healthcare
Andrew Knight, CEO, Care UK
Johann van Zyl, group CEO, Cornerstone
Andrew Wood, director, Wood Care Group
Aneurin Brown, MD, Hallmark Care Homes
Angela Boxall, CEO, Majesticare

HOME CARE PROVIDERS

Innovation in Home Care

Caremark
Abbots Care
PBL Care
Radfield Home Care Bexhill, Hastings and Battle
GoodOaks Homocare
Nexus Care Services

Frontline Carer of the Year, sponsored by Bidfood

David Reed, Abbots Care
Tracy McMann, GoodOaks Homocare
Aksana Kelsaite, Mumby's Live-In Care
Nicola Mills, Bluebird Care

Care Provider of the Year, sponsored by CarePlanner

Home Instead UK
Right at Home UK
Mumby's Live-in Care
The Good Care Group
Christies Care
Bluebird Care Bromsgrove & Redditch
Walfinch

MEET THE JUDGES

This year we would be remiss if we did not thank the following individuals for their hard work judging all of the entrants in the shortlist:

Neil Eastwood, founder and CEO, Care Friends

Vic Rayner, chief executive officer, National Care Forum

Kathryn Smith, chief executive officer, Social Care Institute for Excellence

Jane Townson, chief executive officer, Homecare Association



Registered Manager of the Year

Catherine Sadler, Ashridge Home Care

Samantha Ward, Bluebird Care

Lisa James, Kingsway Care

Rachael Dormer, GoodOaks Homecare

Hayley Davies, Eleanor Care

Executive of the Year

Martin Jones, CEO, Home Instead

Camille Leavold, MD, Abbots Care

Vicky Haines, MD, Kingsway Care

Anoop Sekhon, owner, Bluebird Care Greenwich

Amrit Dhaliwal, CEO, Walfinch

Charlotte Driver-Young, director of operations, Christies Care

David Glover, co-CEO, Caremark

Leader of the Future, sponsored by Pass powered by everyLIFE

Lynn Laughland, HRM Homecare

Qasim Bata, PBL Care

Marek Niedzwiedz, Joghide Home Care

Lucy Baxter, Bluebird Care Hollywood

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Riverstone

RangeFord

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Octopus Real Estate

Savills

Browne Jacobson

Christie & Co

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FaultFixers

Person Centred Software

Care Home Podiatry

One Touch Health

Innovative Solutions - Home Care

CarePlanner

Nursebuddy

OneTouch Health

Cera Care

everyLIFE Technologies



Business Services

Birdie

Fulcrum Care Consulting

Lester Aldridge

Person Centred Software

Social Care TV

Apetito

Bidfood

Best Care Marketing Team

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Prosperwell

Healthcare 92

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LEADERS IN CARE AWARDS: MEET THIS YEAR'S HEADLINE SPONSOR

With 10 October fast approaching, it's time to meet the headline sponsor. As a software provider which continues to show support towards excellence in social care, Radar Healthcare is back and chief partnerships officer Rhian Bulmer tells us why.



social care continuum, we are committed to supporting industry professionals in several ways, including celebrating their successes as frequently as we can.

Often, workers within this industry go beyond what is expected, facing many day-to-day challenges, and, in the busy working day, this sadly can be missed. Taking the time to recognise achievements and celebrate success within the industry is crucial for spreading positivity and tackling ongoing issues, like workforce burnout and turnover rate.

The Leaders in Care Awards is a fantastic opportunity to bring the care community together to honour those who are making a positive difference – and to be a part of the event for a third year is something we're extremely proud of.

We pride ourselves on being customer-centric, innovative and, most importantly, helping our partners to make a real difference; so, we are really looking forward to spotlighting exceptional individuals, hearing inspiring stories, and celebrating the positive work being done within care.

The event continues to grow each year, and the impact on the social care community has been remarkable. What aspects of the event make you excited to be part of it again?

Last year's event was a tremendous success.

Everyone was in such high spirits, and it was great to see everyone come together to reflect on the achievements of the sector throughout the year. The event had everything from fantastic entertainment and delicious food to heartwarming stories and amazing achievements – we're really looking forward to celebrating the industry and everyone in it for another year!

As a healthcare software provider, what new innovations or updates have you introduced since last year's sponsorship that have positively impacted social care professionals and patients?

Earlier this year, we launched our new and improved Audits Management Software. After feedback from our partners, we enhanced our module offering, to make auditing more valuable for health and social care professionals. With our whole host of new features, partners are now able to drive continuous improvement, maximise efficiencies and reduce time spent on admin by centralising their audits digitally.

"Radar Healthcare's enhanced Audits module is a game changer! We are really impressed with how flexible and easy it is to create templates and duplicate questions. We

We are delighted to have Radar Healthcare back as our headline sponsor for the Leaders in Care

Awards 2023. What motivated you to support this event for another year?

As a risk, quality, and compliance supplier working across the whole of the health and

LOVE the ability to reassign each section - this will save our teams a huge amount of time when building and completing audits."

Simon Smith, quality and governance director, ERS Medical

We have also recently launched our new Community, as an additional platform and service for our partners to use to communicate with us and each other, suggest ideas, seek information and guidance, and offer readily available support too.

During the design and BETA testing process of our new and improved Audits module, the Community hosted our initial conversations, as well as providing us with a location to share our ideas and receive customer feedback.

It has been less than a year since it was launched and our Community is already having a significant impact on our partners – in fact, 50% of all customer ideas or suggestions have either been implemented or planned!

"Our Radar Healthcare community is aimed at Radar Healthcare system administrators and stakeholders and is designed to be useful for both new and veteran customers; your level of expertise does not matter. This is a place to not only get your questions answered, but you can connect with other Radar Healthcare users too. Here you can collaborate and share best practices, keep up to date on product updates, and suggest ideas for developments that you'd like to see!"

Ellie Jordan, product owner, Radar Healthcare

As the industry becomes more digitally inclined, an effective and interoperable system is essential for organisations to optimise operations, deliver exceptional care and harness the power of data-driven

decisions. That's why Radar Healthcare's innovative software integrates with care planning software, electronic patient records and a whole host of other digital technology, creating a seamless way of working, increasing efficiencies and reducing workload.

How is Radar Healthcare's approach different to other software providers?

Since day one, we have always prioritised a partnership approach. In line with our core values of being innovative, caring and customer-focused, our mission is to support the delivery of high-quality care across the whole health and social care community. By combining digital innovation with hands-on experience and expertise, we can offer our customers a risk, quality and compliance software solution that improves care quality and produces safer outcomes.

After over 10 years of working alongside health and social care professionals, we understand that they are best placed to understand what digital support they need. That's why customer collaboration and engagement has always been central to our approach.

To achieve this, we've created a customer-centric ecosystem that drives customer feedback, improves engagement, enhances our customer relationships and drives our product development.

We believe that our partnership approach combined with our innovative product and dedicated team is the reason 60% of the UK's biggest care homes partner with us.

"But it wasn't just what the platform could offer the group that attracted us to Radar Healthcare. Its collaborative way of working feels like a true partnership, and we cannot wait to get started."

Simon Geoghegan, head of clinical data reporting and governance systems, Circle Health Group

What is your message to all the finalists' ahead of the ceremony?

We would like to congratulate everyone that has been shortlisted for these awards. To say it is an incredible honour to be recognised at the Leaders in Care awards would be an understatement. We're looking forward to meeting, chatting and celebrating with you all very soon. We wish you all the best of luck!

As we look to the future, is there anything new or exciting that we can expect to see from Radar Healthcare over the next year?

As a software supplier, we feel it is our responsibility to be innovative, create seamless experiences and constantly look at new ways to improve our product offering for our partners.

The main goal for us over the course of the next few years is to continue to grow and develop our partnerships, our internal talent and our product. 2023 has been a big year for us: we recently celebrated our 10-year anniversary, expanded into the US, welcomed lots of new partners, launched a new product module, announced new integrations with Nourish Care and commemorated the one-year anniversary of our podcast, *What the HealthTech* – and there is still so much to look forward to!

With the world increasingly becoming more fast-paced and technology-driven, software companies, us included, need to harness the power of interoperability. Radar Healthcare is already extremely adaptable and integrates with other healthcare software, however we are constantly looking at new ways to maximise our product and service offering to continuously help our partners make a real difference.

"From my experience of the first 12 months, Radar Healthcare reflects our own service, in terms of innovation, updates and support. It is always adapting and evolving to individuals' needs. As a customer that constantly wants to improve our processes, having a system that has the same mindset is excellent!"

Darren Davies, head of quality and compliance, Midlands Air Ambulance Charity

LEADERS IN CARE CONFERENCE

Care Home Professional editor Sam Lewis reviews the hugely successful first Leaders in Care Conference and discusses the future of the event

After months of preparation, the inaugural Leaders in Care Conference has finally taken place and it went down a storm.

Designed as an alternative to the many sector conferences which too often devolve into conversations about the funding we wish we could get from the government, the Leaders in Care Conference is all about actionable changes that care providers can make at every level of their organisation in order to overcome some of the sector's greatest challenges.

The conference, which took place on 12 September, also introduced a second element seen all too infrequently in care sector events: audience participation. The teams at *Care Home Professional* and *Home Care Insight*, who jointly conceived the idea of the conference, wanted to hear not just from executives but from care workers, registered managers, nurses and anyone else working in care to facilitate a truly valuable discourse and sharing of ideas around how the sector can better navigate issues like the recruitment and retention crisis.

It was a concept not without risk, because audience participation can be difficult to encourage, but fortunately the room was full of an extremely willing group of the care sector's most enthusiastic individuals, and conversation flowed easily between audience and panellists. This was aided in part by

the setup of the room – intimate, not so large as to be intimidating, and with handy microphones at every seat – and the friendly professionalism of host Neil Eastwood, who reached new heights even by his exceptional standards when it comes to events.

The four panels – on recruitment, changes at the CQC, digital social care records (sponsored by PASS powered by everyLIFE Technologies) and the key-note 'Ask a Carer' hour – all hit the mark, and yielded useful advice from big names such as Martin Green, Jane Townson, Vic Rayner, Anne-Marie Perry, Nadra Ahmed, Aneurin Brown and many more.

With the first event such a success, *Home Care Insight* editor Gemma Lloyd and myself are now looking forward to tackling other pressing issues faced by the sector in the next, bigger and better edition of the conference.

Enjoy some of the best parts from each panel debate over the next nine pages.

All that leaves me to say is, thank you to all who joined us for what was a very special day. Thank you in particular to sponsors PASS powered by everyLIFE Technologies, Pic PR and OneTouch Health, as well as our supremely talented host Neil Eastwood, and each and every panellist.

I can say without exaggeration that the team and I cannot wait to put together an even better event next year. We hope to see you there!



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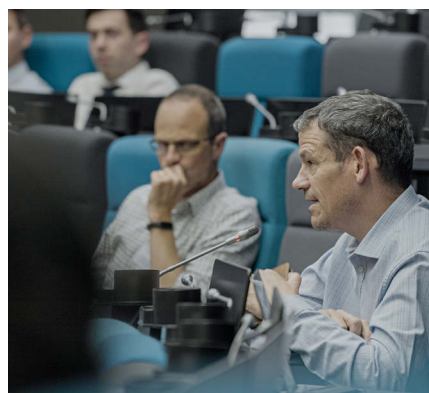
RECRUITMENT AND RETENTION

Perhaps the most anticipated panel of the day was the recruitment panel, where we heard from “The Avengers of care”, as host Neil Eastwood put it. The panel – made up of Care England chief executive Martin Green, National Care Forum chief executive officer Vic Rayner, National Care Association chairman Nadra Ahmed and Visiting Angels UK CEO Dan Archer – shed light on the sector’s biggest problem at the moment. Words by CHP’s Harriet Whitaker.

Recruitment and retention are some of the largest issues within the sector. While we wait for help in the form of a significant funding increase from the government, our speakers disclosed some innovative solutions that may help providers ease this burden in the short term.

To start the panel off, Martin Green spoke on the importance of looking for new places to recruit from. He told the audience that one of the problems with recruitment is where providers are recruiting from. Rather than “fishing

in the same pool for the same staff as other parts of the economy that are also suffering severe workforce issues, we need to think about new places to recruit from,” he said. Care England’s chief executive listed off some potential candidates, such as those who are early retired and who want to top up their pensions, those who are currently in education, or people with family commitments. He went on to justify this by emphasising the need to think differently about how the actual work is being structured, through dismissing the labels of full-time or part-time.



Jumping off from this idea, Dan Archer's passion for his carers was evident as he explained the importance of providing them with a clear career path. By doing this, their flexibility is not compromised, allowing them to move their career forward and stay in the organisation, therefore retaining them. "I think the tension that exists between continuity of care and flexibility can be fixed by having a conversation with your carer and finding out if their availability changes. If it does, that's okay, because it's better to keep them 50% of the time and deliver that continuity, than it is to lose them to another provider, which means the client gets no continuity at all," he said. Archer admitted that he is able to do this by hiring a large proportion of staff, paying them a higher wage and giving them less shifts to avoid burnout.

The topic of providing a 'carer-centric' workplace arose soon after, with Archer sharing his disappointment from his early days in the industry of "no one having a people-focused mission statement". He went on: "All of them had client- and service delivery-focused mission statements. I thought it was odd, because recruitment and retention are the biggest problems we've all got." After starting Visiting Angels UK, the CEO shared that "our carers are the most important people in our organisation. I've made myself, as the owner of the business, the least important person in my organisation. We have an inverted organisational chart." Through increasing pay, subsidising travel time and mileage, guaranteed contracts and pay increases each year, Archer told the audience that his staff are happy to stay. "My job as the owner of a care business is to look out for my carers; their job is to look after clients," he said.

Speaking on the issue of retention, Nadra Ahmed high-

lights the need to instil positivity within your organisation. "Think of your staff as ambassadors," she told the audience. "Whatever they say outside, good or bad, affects a company's reputation." Adding onto this, Ahmed argued that it is pointless to hire just anyone off the street when "the market is consistently competitive".

She went on: "When you recruit, you need to look for someone who will be a good carer. Some places take the first person who works through the door. To prevent this, you need to be clear about what is needed in this job, so that you can build ambassadors for the company. That personal approach is so important."

In order to retain these staff who have been cherry-picked, Vic Rayner divulged some ideas such as paid lunch breaks with free lunch provided, free or low-cost childcare on site, unlimited paid time off, flexible scheduling, loan forgiveness or educational benefits, mental health services, a 'dress for the day' ethos and more. Though she admitted that not all of these are doable for every business, installing just a few can make a huge difference in your organisation. Dan Archer chimed in with what he provides his staff with, including subsidised travel, free car servicing, free life insurance, fun activities like festivals, parties and carer of the week, month and year. Despite serving as an example that this is possible, he did assure the audience that culture is above all else.

Martin Green rounded off the panel by echoing Archer's point about the significance of having a positive and uplifting culture. "We may not be able to compete on [pay], but we need to think about the millions of other things we can deliver on," he concluded.

TECH: DSCRS AND AI

In this panel (sponsored by **PASS powered by everyLIFE Technologies**) on digital care technology, our panellists Anne-Marie Perry (Abicare), Amrit Dhaliwal (Walfinch), Duncan Campbell (PASS powered by everyLIFE Technologies) and Qasim Bata (PBL Care) discuss the government's Digital Social Care deadline and the implementation of Digital Social Care Records, as well as ChatGPT, AI and the future of care tech.



It is a real crossroads moment for care. With the government's Digital Social Care deadline looming and the sector in concurrence that it is one of the last industries to switch from paper to digital, there may be some speed bumps ahead as a large chunk of the sector makes the shift almost simultaneously, but there is also a lot to be gained – especially given the funding and recruitment issues (see p18-19) which are plaguing care businesses and could be partly alleviated by the efficiency benefits of properly harnessed care software.

Surprisingly, of all four of the panellists, it is Duncan Campbell, director of everyLIFE Technologies, creator of the PASS system, who is most wary of overuse of software, warning against tech for tech's sake.

On the benefits and drawbacks of using digital technology, he says: "Tech does really dull stuff really

quickly. People care. They've got empathy, they build relationships, the work things out. Care is a people business, so we need to ask what care can do to make it easier for us to care."

Moving specifically onto the reasons behind the enforced adoption of Digital Social Care Records, Walfinch CEO Amrit Dhaliwal explains: "The long-term aspiration is proper synergy with the whole care sector – between social care and the NHS and healthcare."

When host Neil Eastwood throws it to the audience, some attendees as well as PBL Care's Qasim Bata raise their concerns about the government's Assured Supplier list, worrying that changes to the list will mean hell for providers who then have to switch to another software, and all the retraining and expenses that come with that process. The panel echoes these



concerns and adds that hopefully if the entire sector is aware of this as a potential issue, their collective voice will be loud enough to shout the government down if this becomes a problem. Walfinch's Dhaliwal adds that a relatively small number of options on the Assured Supplier list does also "professionalise the industry" and bring certain benefits.

Moving on, Eastwood asks Abicare MD Anne-Marie Perry about the process and challenges of implementing a new software. "It's painful," she says candidly. "It really is. Our domiciliary care workforce is predominantly live-in, so you have a disparate staff working independently of one another, so it was really hard. You have to bite the bullet though and make sure you don't underestimate the size of the task at hand."

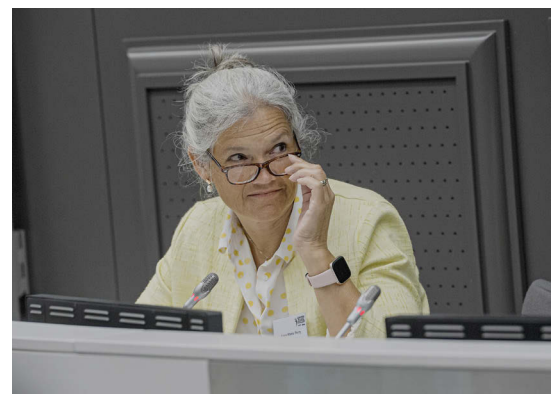
She emphasises: "Even when you've done the preparation, it won't be enough."

Before wrapping up, the panel move onto the topic of artificial intelligence (AI). Talking about the use of AI in data analysis, Eastwood asks: "Duncan, is there an AI version of PASS?"

Campbell bats back without missing a beat, "No, and there won't be," which gets a laugh. "AI sends all the wrong messages. As I said, tech does things that are really dull, really quickly, really well. Leave it there. People can do the rest."

He goes on: "Maybe I was slightly flippant there to get the conversation going. I just think we should be focused on outcomes for service-users before we get excited about the tech."

"You have to ask why you want the tech in the first place."



Too often it's a solution looking for a problem. People need to slow down, ask what problem they need tech to address, and then identify what kind of tech they require to enable them to their jobs better."

Bata, on the other hand, is very hopeful about AI. "It's early days for AI," he says, "but if it does take off I think it'll be very beneficial. There's so much it can do for us."

An audience member mentions that AI could have helped them when they were monitoring a service-user's nutrition, without having to rely on a care worker remembering to check the care records every day. Another mentions the help AI has been in writing Tweets and even setting up a website.

Dhaliwal concludes: "We have these fashions and fads like AI and ChatGPT. They're buzzwords wherever you go, but thinking about outcomes, there are good uses for them." He cites an AI keyboard he has seen used which enables people to type in their own language and have their text automatically translated into another. "But exactly as Duncan says," he continues, "it is about using it where it is needed and not for the sake of it."

Perry, meanwhile, wraps up the panel with the concluding words on the future of care tech: "I'm hugely excited. Social care has a long way to go but it has a lot more that it will be able to do once we fully engage with tech."

Campbell adds: "Let's use Big Data for big good."

LEGAL: WHAT'S NEW?

Changes are afoot at the CQC as its inspection framework shifts to less frequent remote inspections and 'outstanding' reports are becoming almost unattainable. What should care providers know about staying on the right side of the regulator? Hear from Homecare Association CEO Jane Townson, Carefound Homecare managing director Oliver Stirk and Hallmark Care Homes managing director Aneurin Brown.

WHAT DO PROVIDERS NEED TO KNOW ABOUT CQC INSPECTION CHANGES?



Navigating the CQC Single Assessment Framework

All providers are well-acquainted with the five fundamental questions that underpin CQC assessments. Beyond these queries, it conducts examinations through 27 key lines of inquiry. However, the sector is now being told to prepare for changes that will reshape service assessment.

Jane Townson, CEO of Homecare Association, said: "The CQC is currently in the process of implementing what they refer to as a 'single

assessment framework'. This move aims to establish a uniform approach to inspect a broad spectrum of work within the care sector, they want the approach to be the same for care providers, local authorities, and integrated care systems."

Despite the transition to the single assessment framework, the CQC will retain the five key questions as the core of their assessments. However, beneath these key questions lies a newly introduced layer of 34 quality statements. These quality statements will be supported through specific evidence categories (not yet released).

What does the shift to the CQC single assessment framework entail?

Townson said: "From what I've been informed, CQC intends to place substantial emphasis on the experiences of individuals receiving care, their families, and all those involved with the care recipient." The shift is set to emphasise a more person-centered perspective, ensuring that care is tailored to meet unique needs.

Furthermore, the CQC will harness data and intelligence to inform their assessment processes, aligning with the broader trend in healthcare towards evidence-based decision-making.

"To help care providers adapt to this, Skills for

Care is gearing up to provide support materials to equip providers with the resources they need to navigate the changes," she added.

Key changes in the CQC single assessment framework

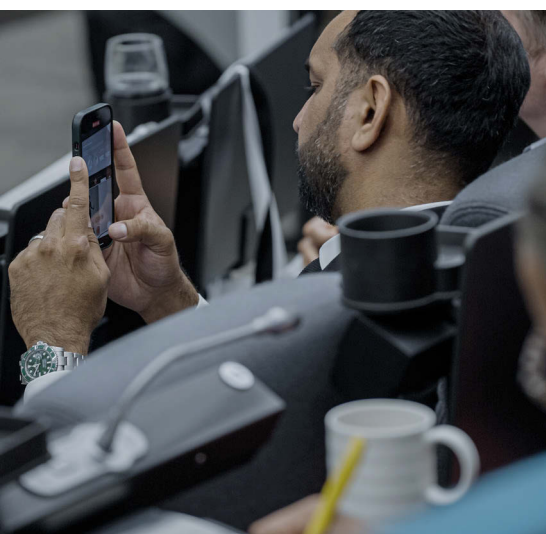
"The CQC have been talking about doing this for about three years," Townson went on.

"In July, the CQC published a document titled 'Assessing Quality and Performance' which summarised much of what we already know. However, within this document, CQC introduced a new concept which is based around the idea of 'rating limiters,' which I believe is among the most pivotal changes in the upcoming framework.

"As mentioned earlier, CQC's previous inspection framework featured 27 Key Lines of Enquiry (KLOEs). Now, with the introduction of the single assessment framework, these have evolved into 34 quality statements which incorporate new elements. It's crucial to understand these quality statements because even seemingly innocuous three-word phrases can entail substantial implications and work."

What are rating limiters?

Rating limiters are a new concept in the CQC single assessment framework that has the potential to significantly impact care providers. Under this system, if any single quality statement receives a score of 'one,' the overall rating



automatically drops to 'requires improvement,' regardless of the provider's performance in other areas.

This means that to achieve an 'outstanding' rating, a provider must "ace it" in every single quality statement. This higher bar sets a significant challenge for providers aiming for the 'outstanding' rating.

In addition, the 34 quality statements introduce a new dimension to the inspection process. Certain areas will receive greater emphasis, with new quality statements like 'learning culture' and 'safe systems, pathways, and transitions'.

A final highlight: Environmental sustainability is set to be a big focus for the CQC too. Townson said: "You will be asked to highlight your plans for tackling adverse weather conditions and climate change. There really is going to be quite a bit of work to prepare."

She concluded: "At the last CQC Advisory Group meeting a few weeks ago I did question the CQC - when is all this actually happening? I made it clear that they are keeping things vague and providers want to know what's going to happen now.

"They took this into account and said they would provide this. But for now, this is all I know."

OLIVER STIRK

"I'm hopeful that we can still achieve an 'outstanding' rating under the new CQC single assessment framework, despite the introduction of rate limiters. I think it's important to remember that the CQC is still looking for the same thing: safe, effective, responsive, and well-led care.

"I think with the changes that are happening, there's good things and bad things about it. The CQC is obviously trying to go for more of a subjective approach rather than an objective approach with their new methodology. The good thing is about the subjective approach is that inspectors will come in and get a better feel for our services.

"We've found that if you start CQC inspections on the front foot by providing presentations at the start, clearly and consistently highlight your exceptional care delivery, then you are already getting inspectors to think about why you're Outstanding. This works well as you aren't giving them reason or time to even think about what they can try pull you up on."



ANEURIN BROWN

"I do think things feel a bit of a mess; it's a potential car crash. I'm concerned about how the CQC will be able to implement this effectively, given the confusion that it is already causing among care providers. Even our own head of compliance, who is on the ball and so intelligent, comes back from CQC public board meetings confused.

"However, I'm trying to stay positive. There is opportunity to get ahead of the curve and prepare for the new framework by focusing on the fundamentals: the five key questions of safe, effective, responsive, caring and well-led care. He believes that care providers that can demonstrate



that they are meeting all of these requirements will be in a good position to achieve an 'outstanding' rating under the new framework.

"I'd also like to point out that the regulations that underpin the CQC's inspections are not changing, the exam question remains the same. It is just the way that the exam is sat that is changing. This means that we can start to prepare as soon as we review the quality statements and identify any areas where we must improve.

"There's no point in resisting it now because this is what's happening. The key is to focus on the positives and take what we can all take out of the situation."

ASK A CARER

In this panel, we flipped the script and gave the audience the opportunity to ask questions of frontline care staff. Our speakers – Care Workers Charity (CWC) CEO Karolina Gerlich, Right at Home Basingstoke registered manager Emily Collis, Walfinch Southampton registered manager Angela Harding and River Court deputy manager Cibi John – divulged some insightful information and advice for executives as well as other care workers and managers. Words by CHP's Harriet Whitaker.

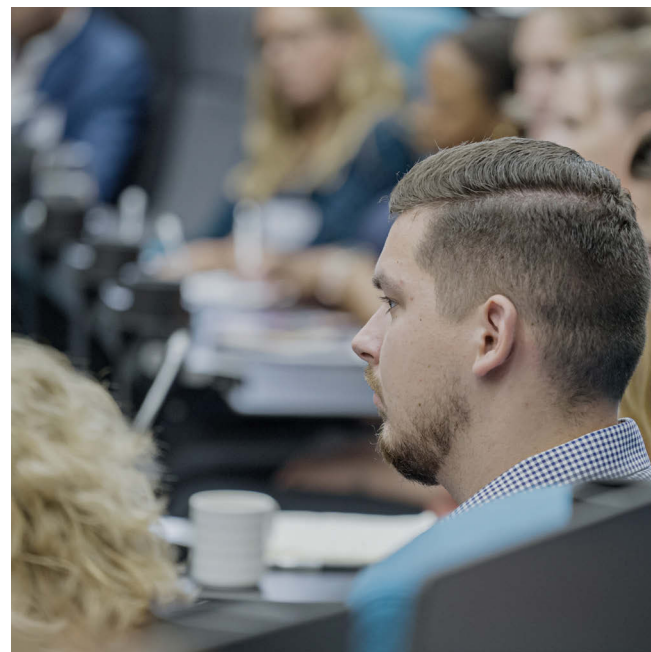
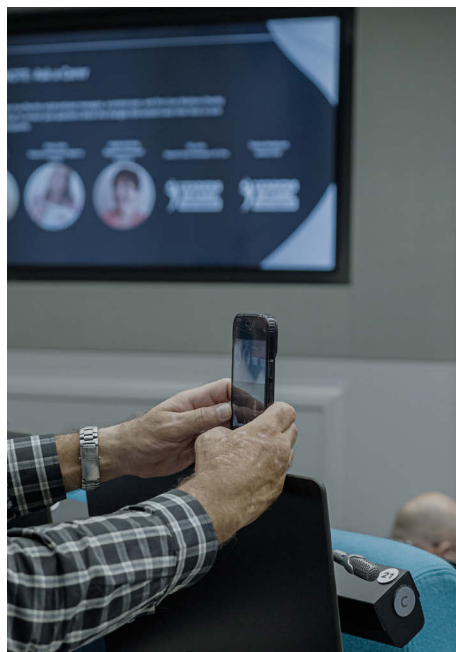


Speaking about how services can be made more relevant and supportive for the workforce, and what would make their own daily lives in the care sector more manageable, the discussion in our Ask a Carer panel brought to light issues that are rarely considered. The voices of care workers and registered managers are often drowned out among the other pleas the sector continues to voice, but this is where care is really delivered. The panel served as an especially helpful refresher for those that are in more senior roles and may find themselves a little detached from the action.

One of the main issues raised was the importance of investing in your team. Emily Collis, who works as a registered manager at Right at Home, emphasised how imperative it is to devote time to supporting your team. “You don’t have work if you don’t have a great team,” she told the audience. Especially during the Covid-19 pandemic, workers were

relied on even more than before, so ensuring teams were treated well came into a much clearer focus throughout and post-pandemic. Collis continued on to stress how much people value a strong line of communication. “You can’t just sit behind closed doors. You need to make the time for your team and get them together; show them that they’re not alone. Share everything, share your business plans, share what you’re trying to achieve, and just open it up completely,” she said.

Angela Harding, registered manager at Walfinch, echoed this sentiment. When speaking on the very high staff turnover rate within the care sector, Harding said that in order to keep staff in roles, allowing them to continue developing the desired skills, you need to take care of them. “We do hourly care, which to us is really important. This makes sure the staff aren’t rushed with the clients and that they have the time to get to know them. But overall, talking and



communication is the biggest factor in retaining your staff."

Emily Collis picked up on this point by sharing that she sets aside time each week to conduct individual meetings with each of her care workers. "You need to make the time to do your staff supervisions to give them a voice," she emphasises, "I've had carers that have been with us for seven or eight years because when they need something and we don't have it, I go and find it. That's key to retention."

Having an open-door policy is something that has worked well for Cibi John, deputy home manager at HC-One. He told the audience that permitting his staff to approach him with any issues at any time has meant that they are less likely to get frustrated and leave. Despite this, he urged the audience that there is the "need to be realistic".

He added: "Turnover will always be there in the healthcare industry," but having a great team and support network helps to mitigate this. The deputy home manager went on to suggest creating fun community activities, such as summer fairs and baking competitions to build that essential network

not only between residents, but between the staff at all levels and the greater community. He expressed the importance of coming together, and when they did, "it gave us the chance to get to know each other more than ever and help build a community".

Karolina Gerlich, CEO of The Care Workers Charity, raised the issue of a general lack of recognition for care workers as skilled professionals. She called for "more recognition from the wider society of the work that we do in social care and how important it is, and what kind of contribution social care makes to the economy".

Gerlich continued to speak candidly about the need to change the façade of care work being seen as a "Cinderella service behind closed doors". Addressing the harder-hitting facts, the CEO mentioned the need for a change in attitude for our society as a whole. "People are embarrassed about what social care does. People don't want to talk about dying, dementia or disability because we still live in a society filled with ableism and ageism," she said.

JAMES BULLION TALKS CQC

James Bullion, Care Quality Commission (CQC) interim chief inspector of adult social care and integrated care, tells CHP what changes are incoming at the regulator

This year NHS England has published the 2023/24 winter plan earlier than usual. Winter every year is a challenge, and sharing the plan sooner aims to help health and social care leaders be prepared to make sure that they have the capacity and cover to maintain their services.

Of course, any health or social care service should enable people to experience good-quality, safe care. Here at the Care Quality Commission (CQC) we're working to ensure that we're supporting organisations to rise to those challenges. We'll continue to inspect settings where we have concerns over the quality of the care that people are receiving. We'll also work even more closely with local authorities to make sure that we're making a positive impact on capacity through our inspections. This increased capacity can help our healthcare colleagues move people from hospital when they're ready to leave.

There's no denying that winter will add to challenges providers are facing. It's been another tough year for care, with recruitment and retention remaining a challenge. Recruiting colleagues internationally can be a rich way to grow teams. At a recent meeting I had with adult social care colleagues, they were clear that international recruitment, when done properly and responsibly, is a huge asset.

When international recruitment is done well it can be positive for all involved. Skilled people keen to work in the UK bolster staff levels while building a capable and diverse workforce. Sadly, though, we hear too often about unscrupulous employers who are exploiting vulnerable people searching for work. A shortage of health and care staff and



changes to immigration visa processes have increased the risk of modern slavery and unethical international recruitment practices.

Our role is to ensure that health and care services provide safe, high-quality care and to encourage those services to improve. We do this with a human rights-led approach. If we discover instances of unethical international recruitment practice or modern slavery we identify and log this risk and refer it via the appropriate routes and partner channels. For example, if we have concerns around dormant services we can share this with other bodies for investigation. Sharing the data means we collaborate with partner bodies so action can be taken to protect people.

As ever, key to uncovering people's concerns is to listen to them with curiosity and compassion. Our new assessment framework places people at its centre. We're in the middle of the pilot phase of our new local authority assessments. Over the last few weeks, we've been on-site in Suffolk, Birmingham, Nottingham, Lincolnshire and North Lincolnshire. I've attended some of the fieldwork sessions with colleagues. Hearing providers' voices during our assessments has been so valuable, whether that's by talking directly to teams who provide services to people or through reviewing the local authority's collected feedback.

As part of our approach, we're testing different ways to gather feedback from providers. This helps us identify where we should focus during our assessments. We'll use learning from this testing to develop a final approach that ensures providers are able to inform and influence our local authority assessments.

You'll know from your own work how valuable it is to hear the views of the people who use your services and their loved ones. Hearing providers' voices in local authorities and integrated care systems is just as important.

DEMENTIA LEAD TRANSFORMING CARE AT MARIA MALLABAND

Care Home Professional speaks to **Laura Steward**, head of dementia development at Maria Mallaband Care Group (MMCG), about how transformative and innovative initiatives are helping people with dementia live well in homes across the group's portfolio



When Laura Steward joined MMCG in 2022, after more than 20 years in social care and a decade in dementia education, one of her first steps was to help develop the company's Dementia Pledge. Under the banner of 'Always you...', it focusses on putting the person first and their diagnosis second, as well as setting out how colleagues can support people with dementia to live as independently as possible.

At its heart is the importance of talking directly to the individual, getting to know them personally and building relationships with both the person and their loved ones to enable them to all be supported effectively. Underpinning it is education, support and training to empower the home teams with an increased knowledge and understanding of living with dementia.

Over the past 15 months Steward has helped recruit a team of 18 dementia ambassadors to date, who work in homes, taking the lead on educating colleagues, role-modelling best practice and equipping them with evidence-based



strategies – all supported by Steward and her newly appointed regional dementia support manager.

Steward has developed five education modules, being delivered by the ambassadors, covering elements such as understanding the person's experience of their diagnosis, building connection and relationships, and using evidence-based strategies and people skills to help alleviate any distress the person may be experiencing and improve their lived experience. All training begins with an experiential session, where colleagues are given simple tasks to do while wearing headphones, goggles and gloves to impair their senses and manual dexterity.

Steward says: "More than 500 colleagues have completed our experiential module now, giving them an insight into the frustrations those living with dementia can experience. Developing that understanding and empathy is such an important place to start."

Dementia ambassadors work directly with individuals in homes and their loved

ones, with supernumerary hours freeing them up to provide face-to-face learning and additional support for colleagues.

Steward adds: "It has already been transformational across the group. In a recent draft CQC report, the role of the dementia ambassador had been mentioned multiple times throughout, stating how the ambassador had contributed to the improvement in the home – that is such a clear indication that we're on the right track."

'Always you...' sits alongside other group-wide strategies, including MMCG's unique 'More...' lifetime promise which always puts the happiness and wellbeing of those living with them first, through getting to know the person, building a personalised lifestyle plan with the focus on mind, body and soul.

MMCG's 'Hug on a Plate' hospitality offer brings an approach to food which offers great taste and nutrition, while also tapping into the power of favourite foods to provide comfort and spark memories. MMCG's 'Dignity in Dining' element ensures the same ethos is applied to the dining experience of those with dementia, with every plate served with the same love and attention that goes into making it.

"People are beginning to understand that life isn't over - you can live well with dementia," adds Laura. "If we expand knowledge and understanding and tackle bias, not just in care homes but across society, we can all better support people living with dementia."



THE CARE SHOW PREVIEW

CHP editor Sam Lewis runs down the top 10 stands to visit at this year's Care Show. This feature is sponsored by **Nourish Care**.

As another October rolls around, that means one thing for the care sector – another Care Show to look forward to.

Promising to be bigger than ever, the 2023 edition of the Care Show will as always take place at Birmingham's National Exhibition Centre (NEC). Running 11 and 12 October (and preceded by *Care Home Professionals*'s always-fun Leaders in Care Awards on the evening of 10 October), the Care Show will see hundreds of exhibitor stands, while its speaker list will include names like Birdie's Max Parmentier, the Homecare Association's Jane Townson and CQC chief inspector James Bullion.

Here, we present our list of the top 10 exhibitor stands not to be missed at this year's Care Show, sponsored by Nourish Care.

Nourish founder and chief executive officer Nuno Almeida says: "The Care Show is the number-one annual event for social care and we're really looking forward to meeting you at the show. The Nourish team will be

available to discuss the benefits of using Nourish as your digital social care records system and give you a demo of our platform. Join us on stand E50 for a chat and hot drink of your choice.

"Nourish are also hosting two not-to-be missed conference sessions at the Care Show. The first is in the Care Keynote Theatre at 11.40am on Wednesday, 11 October, titled 'How effective use of technology and data can lead to improvements in quality of care and the creation of new models of care'. I will be debating this topic with a panel of Nourish customers. Then on Thursday, 12 October in the Technology Theatre at 11.40am Jeremy Baldwin and Denise Tack from Nourish will be giving an informative and interesting conference session titled 'Re-imagining best practice care with technology'. We're looking forward to seeing you there."

Find out more about what Nourish does at its website nourishcare.com or find the team at stand E50 at the Care Show.

CARE SHOW TOP 10

NOURISH CARE

Nourish provides an easy-to-use digital care planning platform to services in a variety of settings, from nursing to elderly care and learning disability. It works with independent homes supporting less than five people to care groups of over 10,000. With Nourish, teams can plan, record and coordinate care on its desktop app and via the mobile app, which can be securely accessed by staff any time, anywhere. Nourish collaborates with care and clinical professionals with a deep understanding of the sector and needs of the population. The platform adheres to best-practice digital care management for all care environments and is personalised to the people you support.

Stand E50

CARELINELIVE

CareLineLive is a complete home care management system, launched in 2018 and now supporting over 12,000 care workers in the UK. It has a clear, simple-to-use interface that can be accessed at any time on any internet-enabled device, and aims to help care home care businesses improve efficiency, productivity, capacity and compliance. CareLineLive helps carers to deliver better care and helps clients to live a better life at home.

Stand G72

CIVICA

Civica's Coldharbour software was established more than 25 years ago and is now a major player in the care sector, working with thousands of care homes and home care services. As such, the software powers a significant percentage of all care provided in the UK. Civica also works with customers to help them across HR and payroll, learning management systems, financials and DBS tracking, and helping minimise risk and maximise profits.

Stand F50

COOLCARE

CoolCare makes care home administration simple. Focusing on accessibility and user-friendly features, CoolCare's software promises as many as 60 days saved annually per care home, an average of 62% higher weekly fees paid, and between £30,000 and £50,000 savings annually per care home. In a time of recruitment and funding crises, these time and financial savings are invaluable. Its features cover workforce management, time and attendance, finances, occupancy management and more.

Stand E37



FLORENCE

For too long, the UK's under-funded, over-stretched system has pushed more and more social care professionals to actually take the step to leave the sector, with ever-growing vacancies and Covid-19 only adding to the pressure. Enter, Florence, the people-first innovation and technology company which aims to connect care teams, allow professionals to take control of their working lives and free up time for the benefit of businesses, employees and service-users. Over 4,000 UK organisations use the Florence system to fill shifts quickly and without hassle.

Stand H60

ONETOUCH HEALTH

OneTouch Health is a multi-functional platform allowing care providers to manage every aspect of their clients' needs through sharing relevant information with the key people involved in the care delivery circle. Care providers can access a range of features such as care planning, eMAR, time and attendance, payroll and invoicing, HR and more. All of its functions can be found in one mobile app that promises to improve the care sector for those working in it as well as for those receiving care.

Stand F55

PASS POWERED BY EVERYLIFE

Discover a better way to plan care, report and roster with PASS care management software. The platform promises to give users everything they need to run a care business, right at their fingertips. It sets itself apart from the competition by being a holistic, all-encompassing software with features including care planning, care records, incident tracking, medications management, GP connect, family and friends portal and more. With 24/7 customer support and product training available, Pass is designed to help your care business run smoothly year-round.

Stand D50

QUALITY COMPLIANCE SYSTEMS

QCS is a digital provider of compliance management, policies and procedures, helping care providers to stay compliant with their regulator at all times. Its team of experts promises to keep your business up to date with any changes to legislation, regulation and best practice at all times. It remit covers everything from business operations and medications management to human resources and up-to-date guidance on the latest regulatory requirements.

Stand C60



SPONSORED BY NOURISH

RADAR HEALTHCARE

Radar Healthcare offers an all-in-one incident, risk and compliance software for health and social care organisations worldwide. With partner companies like Four Seasons Health Care, Bupa, HC-One and the NHS, care businesses can rest assured they are in good hands. Radar Healthcare's system includes functions like incident management, action and improvement plans, risk management, analytics, audit management, workforce compliance and more. It has also recently announced an integration with Nourish Care.

Stand G60

WASHCO

Washco specialises in commercial laundry equipment, installing, advising and repairing across the UK. It supplies a wide range of high-quality commercial washer and dryer brands including Miele, Primus, Speed Queen and the smart WashConnect range. Comprising three merged companies with over 130 years' experience, the business offers complete installation and aftersales support to customers purchasing any of its dozens of washing machines and dryers.

Stand C35



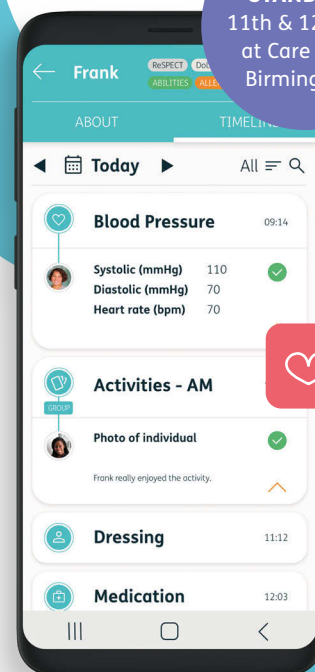
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Meet us on
STAND E50
11th & 12th Oct
at Care Show
Birmingham

nourishcare.com

MANAGER OF THE MONTH

Teresa Kasza, home manager of Balhousie Alastrean Care Home, on her rise to the position, the scenic Scottish appeal of the home and unwinding in her garden



How did you join the home?

I came to Scotland in 2005 and began working as a care assistant and, after a few months I was promoted to senior care assistant. In 2006 I got my RGN PIN number and have thoroughly enjoyed working as a nurse since. Then at the beginning of this year I was offered the position of interim home manager at Balhousie Alastrean. Since becoming the manager, I've been given wonderful support from the team at Alastrean.

What is special about the home?

Alastrean is located in the most beautiful part of Scotland, near the lovely town of Aboyne in Aberdeenshire. With landscaped gardens and spectacular views, Alastrean is the perfect setting for luxury living and a high quality of life. We are very passionate about making Alastrean a home from home for our residents. It has a lovely, friendly atmosphere and lots of activities for residents to experience and enjoy every day.

What do you find to be most rewarding about your current job?

Seeing our residents smiling and knowing that they are supported by an enthusiastic and caring team.

What has been your greatest challenge and how did you overcome it?

I think I can adapt easily to change, but since I took the post as a home manager at Alastrean, I found it difficult that I was spending less time with the residents, but I've found I make time every day for them and enjoy our catch-ups.

Tell us the three things that you need to provide great care for residents?

I think that you have to:

1. Love people;
2. Love what are you doing;
3. Have very good team where every member is determined to deliver the best possible person-centred care based on respect and dignity.

How do you relax?

Every moment of spare time I have I like to spend in the garden where I can really relax.

BEST OF THE WEB

01 | Leaders in Care Awards 2023 shortlist announced

02 | CQC begins investigation 11 months after abuse video leaked

03 | Orders of St John Care Trust admits 'significant deficit for the year'

04 | CQC pulls back curtain on 'unacceptable' practices in Bradford care home

05 | Exemplar to double in size with 40 new homes

06 | Signature throws weight behind cameras in care campaign with sponsorship deal

07 | THE BIG INTERVIEW: UK's biggest care home investor

08 | Broken lift traps Bupa care home residents for weeks

09 | One of UK's biggest care groups gets new managing director

10 | Care home insolvencies up 30% year on year

CALENDAR OF EVENTS

Leaders in Care Awards 2023

Date: Tuesday 10 October, 7pm

Location: National Conference Centre, Coventry Road, Solihull, Birmingham, B92 0EJ

About: The Leaders in Care Awards (sponsored by Radar Healthcare) will celebrate the achievements of UK care providers and the suppliers that support them. Make sure you join the cream of the social care industry on the eve of the Care Show for the very first black-tie edition of our awards ceremony. Tickets entitle you to a bubbly welcome reception, luxury three-course dinner with wine, a free bar all night, and a ringside seat at the prestigious Leaders in Care Awards ceremony. Head to carehomeprofessional.com/tickets to book your place.

The Care Show

Date: 11-12 October

Location: Hall 3, National Exhibition Centre (NEC), Birmingham, B40 1NT

About: The Care Show is back! The day after the Leaders in Care Awards, the biggest trade show in the care sector returns to Birmingham's NEC, bringing all the usual exhibitors and speakers. The Care Show is an opportunity to meet with relevant suppliers and experts, providing the chance to stay up to date with the latest developments and to network with peers in the sector. With over 200 suppliers, more than 170 speakers and at least 75 conference sessions, the show has a lot to offer to people from across the entire care sector.

OPENINGS AND APPOINTMENTS

Adopt a Grandparent adds chief strategy and transformation officer **Niharika Noakes**

Exemplar Health Care announces 40 new homes

Ruth Yates joins **Aria Care Group** as managing director of operations

New **Shadow Minister of State for Social Care** **Andrew Gwynne**



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TAKING A COLLABORATIVE APPROACH TO INNOVATION

At Radar Healthcare our goal is to build long-term strategic partnerships with our customers to ensure they maximise the value of our software. We help to successfully instil a culture of continuous improvement and deliver improved outcomes.

The Radar Healthcare team works in close partnership with customers, which is why we are trusted by the UK's largest care providers, including:

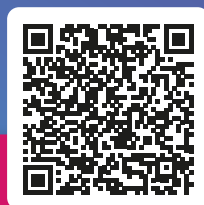


“The technology that Radar Healthcare has is impressive. I’ve never seen anything quite like it. But tech is the tool, not the whole focus. The only way to make a complex system like health and social care work is through strong partnerships and collaboration.”

Rhian Bulmer, Chief Partnerships Officer at Radar Healthcare



Scan the QR code to discover more about Radar Healthcare's customer-centric ecosystem, or visit the team at the Care Show 2023, stand G60.



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