

*Let's Talk Social Care!* | Issue **87** | Winter **2019/20**

# Equality & Diversity in Care

## THE CHALLENGES FOR 2020

### HOW LGBT+ INCLUSIVE ARE YOUR SERVICES?

Opening Doors

### IT'S A MAN'S WORLD... OR IS IT?

Novacare

### BRINGING DEMENTIA AND HERITAGE TOGETHER

National Trust

## LGBT+ Living With Dementia

See pages 6-7 for full feature



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- ☐ Managing Director
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- ☐ Supervisor
- ☐ Care Staff
- ☐ Ancillary Staff
- ☐ Service Users
- ☐ Families



Welcome to the Winter issue of *Care Talk* which focuses on promoting **equality and diversity in social care**.

A diverse workforce, in an environment where there is obvious commitment to equality and the behaviours that come with it, is essential in delivering good person centred care. In his article on page 5, Care England's Professor Martin Green explains, why in order to promote diversity and equality in the sector, our workforce really does matter.

It's estimated that 1.62 million people currently work in social care in England, an increase of 9% in the past 6 years. Yet despite this huge rise in employment only 17% of the total workforce is male. In his article on page 12, Stephen Wilson, CEO of novacare asks, **"It's a man's world... or is it?"**

In recent years there has been far greater acknowledgement of the needs and experience of older people from LGBT+ communities - but research continually shows that social care services are not responding effectively. In her article on page 11, Alice Wallace, Director, Opening Doors London, asks **"How LGBT+ inclusive are your services?"**

The political and economic landscape continues to be volatile and as such the social care landscape remains uncertain. As we approach another new year, we asked a group of key sector stakeholders, **"Looking ahead to 2020, what do you see are the challenges and opportunities for social care?"** See their responses on pages 34-35.

Finally, we are delighted to report that last month's 2019 Regional Great British Care Awards were a resounding success. The quality of the finalists was once again outstanding as was the sheer passion and dedication to support elderly and vulnerable members of our communities. *Care Talk* was born out of the inspirational good news stories that come from the judging days from these events and continues to be *the voice of excellence in social care*.

Thank you for your support over the last year and do keep your good news stories coming in.

Wishing you all a very joyous Christmas and a peaceful New Year.

Lisa





# Workforce matters

**The social care workforce is our greatest asset and the skilled professionals who work in social care deliver the support that transforms people's lives.**

The way in which social care is commissioned and funded means that it is very difficult for care providers to pay the wages and salaries that people deserve. Faced with the challenges of recruiting and retaining high quality staff, care providers are increasingly having to look at innovative and creative ways to make social care an attractive profession.

In many ways the challenges of social care can also bring some opportunities. Social care is a 24/7 365 day a week service, and the fact that we must cover the entire year, means that we can offer more flexible working that will enable people to combine a job with a range of other family or caring responsibilities. In the past, we have not been good at reaching out to people who may have a lot to contribute to social care. The skills, knowledge and commitment of many informal and family carers, could be utilised with paid work in the care sector. We have the capacity to be flexible and to enable people to combine family and caring responsibilities with a job in social care. This is one reservoir of skilled and committed people that our sector needs to embrace and encourage into the labour market.

*“We have not been good at reaching out to people who may have a lot to contribute to social care.”*

There have also been some fantastic initiatives to encourage more people with disabilities to work in the care sector and again the skills and empathy that people with a disability brings to care work can be so important to the quality of the support they provide to their clients. I recently met with a man who had been badly injured during a tour of duty in the Army and was now in a wheelchair. He was employed by a care provider to do a lot of front of house and customer satisfaction work. His understanding of disability and his empathy with residents meant that he was able to get a really clear view of how services could develop and be improved. In my conversation with him he talked to me about what a fulfilling role he now had and how he really knew he was making a difference. He also said that he had never considered a job in social care, but now he was in one, he could see how rewarding it was and the impact he was able to have on people's lives.



**Professor Martin Green**  
Chief Executive, Care England  
DH: Independent Sector  
Dementia Champion



Social care needs to develop a bank of stories such as these to show people that there are some amazing opportunities to work in our sector. Demographic change and increasing need, means that this will be a career for life, and there are very few that can say that in today's changing world. As well as providing great employment opportunities, many care providers are excellent employers and have committed to training and development, and to nurturing and supporting people to make careers in care.

I spoke recently to an amazing woman who had a PhD and was managing a large care service. She told me that her employer had identified her potential and given her the skills to develop a brilliant career in care; She was a fantastic example of somebody who had been nurtured by an employer and who was really making a difference.

Social care cannot provide some of the benefits and salaries that employers such as the NHS can offer, but we are a fantastic sector with a range of diverse roles and a huge level of job satisfaction. Let's get this message out to as many people as possible.



# LGBT+ Living with dementia



**Natasha Howard**  
Senior Innovator  
Alzheimer's Society

**There are over 850,000 people in the UK living with dementia. Some of these people are LGBT+, yet many aren't getting the support they need.**

Everyone's experience of dementia is unique, but there are many additional challenges that are specific to a person's sexual orientation or gender identity such as;

- **LGBT+ people with dementia who have faced discrimination or stigma may feel forced back into the closet, or their dementia could mean they feel they are still living in those times**
- **Trans people with dementia may go back to a time before they transitioned**
- **Some LGBT+ people say they feel isolated as they may have no long-term partner or family to support them**

Stigma is one of the biggest challenges people with dementia from LGBT+ communities have said they face.

Alzheimer's Society worked together with people affected by dementia, national and local organisations and LGBT+ communities in the development of the Bring Dementia Out innovation in 2018 to 2019, including testing the initiative in Brighton and Hove and in Greater Manchester.

It aimed to help LGBT+ people affected by dementia feel more comfortable in coming forward to access the information and support they need.

*"LGBT+ people with dementia may feel forced back into the closet."*

Other organisations (the LGBT Foundation, the National LGB&T Partnership, Switchboard, the National Dementia Action Alliance and the Guinness Partnership) are now working together to help scale 'Bring Dementia Out' on a wider level.



One of the areas we needed to explore as part of 'Bring Dementia Out' was around the frustrations and discrimination that LGBT+ people affected by dementia experienced from communicating with health and social care professionals.

Some key steps were shared to help tackle this particular challenge. These steps were for health and social care professionals including GPs, care homes, hospitals and other organisations so they can provide people with dementia the individual personalised care they need and deserve:

- 1. Raise awareness among staff and volunteers**  
by reading and sharing stories about the experiences of LGBT+ people affected by dementia and inviting them to share their story at events.
- 2. Create a safe culture** for LGBT+ people affected by dementia:
  - Look for training programmes and quality assurances about LGBT+ inclusivity, such as Opening Doors London
  - Use value-based recruitment – see Health Education England's guidance – and refer to these values throughout everyone's employment
  - Ensure any existing training, policies and publications that relate to dementia are LGBT+ inclusive (such as imagery, language and examples used)
- 3. Ask open-ended questions** which show you're not making assumptions about a person's relationships:
  - 'Who is important in your life?'
  - 'Who is your next of kin?'
  - 'Who have you brought with you today?'



As with any care-setting, appropriate and person-centred care for LGBT+ people with dementia must be provided to ensure that their needs are met. Many settings where health care is provided deliver heteronormative care and support, without considering how people affected by dementia identify.

The needs of people in LGBT+ communities should be considered to avoid discrimination in the same way you would with religion or disability, for example. Care staff need to ensure they are treating each person on an individual basis, while taking into consideration their needs and beliefs and not assuming their sexuality, gender or background.

To overcome the serious issue of stigma and discrimination within care settings, staff need to be upskilled through guidance on the challenges faced by LGBT+ people affected by dementia.

If you want to find out more about the 'Bring Dementia Out' work being taken forward, please contact Andrew Gilliver at LGBT Foundation on **[andrew.gilliver@lgbt.foundation](mailto:andrew.gilliver@lgbt.foundation)**

Alzheimer's Society is the only UK charity that campaigns for change, funds research to find a cure and supports people living with dementia today. You can learn more about the work we do by visiting our website **[alzheimers.org.uk](http://alzheimers.org.uk)**.



*“Care staff need must not assume sexuality, gender or background.”*





# Giving LGBT+ people a good later life



**Caroline Abrahams**  
Charity Director  
Age UK

**Older LGBT+ people have lived through a time when homosexual sex was illegal and in which same sex relationships were stigmatised. The impact of a lifetime of hostility about your sexual preference or gender identity is apparent in later life, with older LGBT+ people having poorer health outcomes than the general population. And while the legal position has improved, there is much more work to be done to ensure that older LGBT+ people have fair and equal access to health and social care.**

Experiences of prejudice, abuse and violence have a lasting impact on many older LGBT people's physical and mental health, and affects their ability to comfortably access health and social care services. Often older gay, lesbian and trans people worry about being discriminated against by health and care services, which means they put off accessing the support they need to the detriment of their health. As well as direct discrimination, we know there is also a failure of services to recognise and respond to older LGBT people's needs, identities and relationships.

It is common for older people to worry about needing social care and losing their independence, yet for older LGBT+ people this is compounded by fears that care staff will be hostile to their identities or dismiss their needs. We hear from older LGBT+ people who have hidden photos of their partner before care staff come to their home, to avoid facing prejudice. Or of people who have 'returned to the closet' when they have gone into a care home because of attitudes from staff and residents.



*"A lack of data needs to  
be addressed."*





*“Treating everybody the same can lead to a heteronormative environment.”*

As well as having to cope with these stresses, many older LGBT+ people do not have familial support to provide care or advocate on their behalf. Older LGBT+ people are less likely than the general population to have children which makes them even more dependent on care services- a frightening prospect if the service is unsupportive of your identity. Many LGBT+ people who do have partners also tell us that their relationships are not taken seriously or that they feel unable to be affectionate with their partner within the care home.

And it isn't just overt discrimination which is the problem. Most health and social care staff want to support older LGBT+ people but lack understanding about the best way to do this. An approach of treating everybody the same may seem fair, but in reality it can lead to a heteronormative environment where LGBT+ people's preferences are overlooked. Even amongst the LGBT+ community there is significant diversity and it is important that all older people receive personalised care which recognises their past experiences and how this may continue to impact them today.

This can only be achieved through conscious inclusion, where proactive steps are taken to respond to the unique needs of older LGBT+ people, and older LGBT+ are provided with explicit assurance that they will be safe and supported in care. There are resources available to help care homes achieve this.

Opening Doors is a London-based charity which helps LGBT+ over 50 to live happy, sociable and independent lives. In 2017 Age UK worked with Opening Doors London to develop a resource pack for professionals working in health, social

care, or the voluntary sector, called 'Safe to be Me', on how to support older LGBT+ people.

Opening Doors London has also developed the Pride in Care quality standard, which has been endorsed by Care England and Skills for Care, and which is awarded to care providers assessed as providing quality care for LGBT+ people over 50. Pride in Care accreditation is attained through a short, step-by-step process which includes policy reviews, staff surveys and management briefings, supported by ongoing consultancy advice from a team of specialist LGBT+ quality advisors from Opening Doors, London.

It is of vital importance that staff working in care homes receive appropriate training which helps them to understand and respond to the needs of older LGBT people. This should include training on avoiding heteronormative assumptions, such as assuming that people have a husband or wife, but also the importance of recognising the impact of past histories on older people's needs and preferences.

Finally, a lack of data around the size and profile of older LGBT people needs to be addressed. Without this data we cannot commission services which meet the needs of older LGBT+ people.

These are all simple yet essential steps. Older LGBT+ people deserve to be heard, their histories and relationships taken into consideration, and deserve to be treated with the same level of respect and dignity as anyone else. Simply knowing you have somewhere safe to turn to support your health and care needs can make all the difference in leading a happy, healthy life.



# Coproducing Care



**Sophie Chester-Glyn**  
Director  
Coproduce Care

Care organisations and their staff are often encouraged to improve health and social care but there are three main issues. Time, people's awareness of their power to make change and siloed knowledge within the sector. Coproduce Care sets out to change that.

## What is Coproduce Care?

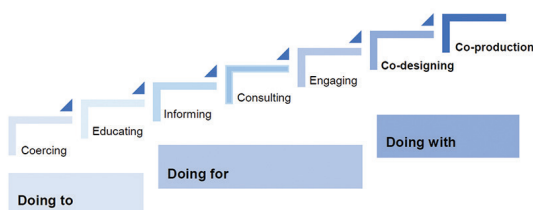
I have worked in social care for most of my career and earlier this year I decided to pitch an idea to likeminded people within the care organisation I work for. We wanted to encourage coproduction in care. This resulted in Coproducecare.com, a non-profit organisation aiming to:

1. **connect organisations**
2. **connect volunteers and people** needing support
3. **knowledge share** and
4. help anyone involved in care or caring  
**respond to government and policy consultations**

## Why Coproduce?

NHS England describes coproduction as "a way of working that involves people who use health and care services, carers and communities in equal partnership; and which engages groups of people at the earliest stages of service design, development and evaluation". However, a lot of social care policy and practice is imposed on rather than coproduced with the sector. In order to create true equality for staff and people being cared for, all those individuals should be enabled to have a voice. Care managers wanting to understand more about how their services can support coproduction can find out more on websites such as TLAP, SCIE or our blog page.

We launched our website in October and our focus over the next six months is to take social care policy change away from conferences and closed groups and support a wider audience to understand and influence positive change within the sector.



ref: New Economics Foundation

## Democratising care

In order to help democratise the care debate we are also interviewing key figures in health and social care and sharing their interviews on our YouTube and podcasts. We will be covering subjects such as race and care, workforce equality, understanding disability rights, technology and social prescribing. Managers interested in these areas can share this with their teams.

*"We will be sharing voices rarely heard in mainstream media."*

One of the key themes of these interviews is that the questions we ask interviewees will come from people working in or experiencing health and social care. We will be sharing interviews from CQC, Care England, Skills for Care and disability rights lawyers. We also ask our interviewees 'cactus questions', which are 'prickly questions about health and social care' such as 'do you think that the NHS steals social care staff?'

Knowledge is not just the privilege of those in senior positions but also those working on the front line. So, in the new year we will be sharing voices rarely heard in mainstream media such as care co-ordinator's and family members fighting to improve the standards of loved ones in psychiatric hospitals.



## Enabling care staff to change the law

One of the lesser-used ways of making change from the ground-up is through responding to government consultations. In April 2019, the Ministry of Justice put out a call for evidence on how they should amend the Mental Capacity Act Code of Practice. But very few people were aware of the consultation which meant they were unable to have their views represented. We held a webinar where we heard from different practitioners about their views of how the Code of Practice should change. We submitted a joint response to the consultation based on those views.

Time is always tight in care services, but the more managers can support staff and clients to respond to consultations and engage in the care debate the more we can have our lived experiences heard and make positive change happen.



# How LGBT+ inclusive are your services?



**Alice Wallace**  
Director  
Opening Doors London

**In recent years there has been far greater acknowledgement of the needs and experience of older people from LGBT+<sup>1</sup> communities – but research continually shows that social care services are not responding effectively.**

Whilst most social care staff want to deliver the best possible care, many older LGBT+ people fail to access necessary services due to fear about being open about their sexuality or gender identity. This is often with just cause: 15% of those completing the Pride in Care survey said that they heard negative comments directed at LGBT+ people – and over 50% said that they did nothing about it, leaving older LGBT+ people feeling vulnerable, isolated and alone.

Older LGBT+ people are less likely to have support from their family than their heterosexual peers and therefore have higher levels of need – but they are likely to have much lower levels of trust of social care staff, higher levels of dissatisfaction and poorer communication experiences than with the heterosexual population. Often discrimination is systemic and results from social care structures designed for a mainly heterosexual and cis-gendered<sup>2</sup> population. Here at Opening Doors London [ODL] many of our members have experienced this type of discrimination.

*“People need to be treated equally, but not identically.”*

Despite the 2014 Care Act requiring all health and social care staff to address the health and care support of LGBT+ people by tailoring services to their individual needs, many front-line staff say they lack the knowledge, skills and experience to do this effectively. In response, ODL has developed several training courses led by older LGBT+ people themselves whose professional knowledge of LGBT+ health and care is informed by their own lived and experience – and that of ODL's 2000+ membership. The workshops explore relevant practice issues and help staff implement inclusive care and support plans.

A recurring theme often raised in these sessions by participants is ‘We treat everyone equally and therefore do not need to consider sexual orientation and gender identity, as it is irrelevant to a person's care.’ Of course,

treating everybody the same misses the point, people need to be treated equally, but not identically to other groups. LGBT+ people might have specific needs and may therefore need require different support and interventions.



ODL's ‘Pride in Care’ national quality standard is for any organisation that wants to evidence that they are providing inclusive services. Accreditation is through a step-by-step process which includes policy reviews, staff surveys, management briefings and on-going support. Pride in Care is championed Care England and with accompanying training endorsed by Skills for Care.

Recently the Care Quality Commission (CQC) has increased attention on LGBT+ inclusivity during inspections and many care providers have taken up the challenge of improving their practice. This work has received more impetus recently with the publication of the report by the House of Commons Women and Equalities Committee, ‘Health and Social Care and LGBT Communities’ to which ODL provided written and verbal evidence. The report recommends that the CQC should conduct a thematic review of social care services for LGBT+ people which should include examples of best practice and guidance to social care providers around how to create LGBT+ inclusive care services. This would be a positive move forward, and in the meantime, ODL will continue to work with individuals, organisations and policy makers to influence change and improve health and care services for the benefit of all older LGBT+ people.

<sup>1</sup>LGBT+ refers to people who identify as lesbian, gay, bi and/or trans.

<sup>2</sup>Denoting or relating to a person whose sense of personal identity and gender corresponds with their assigned at birth sex (i.e. not non-binary or trans)

Opening Doors London (ODL) is the leading provider of services for LGBT+ people over 50 in the UK. More information can be found at [www.openingdoorslondon.org.uk](http://www.openingdoorslondon.org.uk) or by contacting [prideincare@openingdoorslondon.org.uk](mailto:prideincare@openingdoorslondon.org.uk)



# It's a man's world... or is it?



**Stephen Wilson**  
CEO and Founder  
Novacare

**I started work in the care sector 32 years ago as a young, slim care assistant with a full head of hair. At the time it was very unusual to find another male. But that was a long time ago, surely things must have changed by now. I know I have, I'm now older, heavier and bald, surely the care sector has moved on too, haven't they?**

## The reality

Sadly not, Skills for Care estimate 1.62 million people currently work in social care in England, an increase of 9% in the past 6 years. This number is predicted to grow to 2.42 million by 2035. Yet despite this huge rise in employment only 17% of the total workforce is male. Novacare found 29% of all care jobs in Scotland were done by men, higher than England but still not reflective of those receiving support. If there is nothing inherently male or female about the skills required to be a good carer, the what factors impact men choosing care as a career?

## Numbers versus hours

It is important to understand the difference between men as a percentage of the workforce and the actual number of hours of care they deliver. Whilst the percentage of men in the workforce is low, the number of hours worked tends to be higher. The Office of National Statistics found that almost two-thirds (62%) of women in employment work part-time, compared with less than one-quarter (24%) of men. So male carers could in fact deliver twice the hours we originally thought.

*"What factors impact men choosing care as a career?"*

## Legal requirements versus preferences

Contracts, written agreements and regulations rarely stipulate the gender of those delivering care. However, according to the Health and Social Care Act 2008 (Regulation 9), people who receive care have the right to express preferences as for who looks after them.

The interpretation of this regulation usually considers specific religious or cultural beliefs relating to gender, it does not exclude men. For those who deliver or manage care services introducing male staff even as part of a mixed gender team brings a positive response for service users.



## Unpaid male carers for family members

It is not all bad news, men account for 42% of unpaid carers for family members. The role of supporting a family member is often a 24/7 commitment, especially for live-in carers. There are few legal protections and health services are often slow to recognise the vital role the carer provides.

Research by Carers Trust and The Men's Health Forum has shown that unpaid male carers do not tell other people what they do, while half of male carers feel that their needs are different to those of female carers.

## Staff Turnover

Despite having worked so hard to recruit your care team, Skills for Care latest report shows the national turnover amongst care workers grew to 39.5%. This is the highest increase since 2012-13, at 11.1 percentage points.

According to the report, staff were more likely to leave their role if they were younger, relatively inexperienced, lower paid, had higher rates of sickness and were on a zero-hours contract.

## Conclusion

Whether paid or unpaid we need to encourage more men into the care sector. They have a valuable role in meeting the needs of the ever-increasing number of people requiring support.

To achieve this, we must work together to address some of the barriers to entry including:

- Eliminating the stereotype of care is solely a female role.
- Educating the public about the benefits of male & female carers.
- Gaining support for gender equality from regulators and contractors.
- Supporting better inductions and training for all care staff
- Improving rate of pay across the workforce
- Delivering fixed hour contracts where requested



# Rising failing inspections on poor privacy and management of accidents



**Helen Fuller**  
Managing Director  
Care 4 Quality

**The number of care providers falling into 'Special Measures' continues to rise, but why? What obstacles are preventing providers from stepping up to the mark when it comes to inspections and what lessons can be learned?**

***“73% of care homes rated inadequate are not protecting the privacy and dignity of those in care.”***

Detailed analysis of current inspection reports (undertaken by Care 4 Quality), focusing on inadequate rated care homes across England\*, has revealed some key areas that are consistently impacting care providers' ability to achieve positive ratings from regulatory bodies. Interestingly, those rated inadequate overall also rated inadequate in the category of being safe and well-led. Alerting and educating care providers on the frequent areas of poor performance may go some way to helping them to prepare more proactively for future inspections, thereby improving future standards of care. Here we look at two of the most common problem areas where providers continue to struggle to deliver adequate care provision.

## Management of accidents a

Well over half (69%) of inadequate care providers were found not to be managing accidents and incidents robustly. For a high number (89%) the main issue was failure to provide evidence of 'lessons learned'. The new KLOE, S6 introduced in November 2017, stipulates that care providers must demonstrate how they have learned lessons from a previous incident and how they have made improvements in terms of dealing with future scenarios. It's possible that failure to manage incidents efficiently is driven by a perceived lack of staff resource to document the above, yet analysis of incidents and lessons learned needn't be over complicated. The key is to be able to prove what action was taken at the time of the incident or accident, who was informed and what measures were taken after the event to ensure the individual's safety. Once this information is gathered regularly when an incident occurs, care managers will start to spot significant trends more easily and any analytical data can be evidenced. Care homes can then use that information to act on, embed into best practice and demonstrate positive outcomes.

## Poor Privacy and Dignity Practice

A staggering 73% of care home rated inadequate, are also not protecting the privacy and dignity of those in their care. As in the case of managing incidents, this is an equally intrinsic element of ethical care provision and there are many good initiatives out there to take inspiration from, which aim to promote privacy and dignity within care settings. The high numbers of providers still failing to meet these basic duties is extremely alarming.

A step in the right direction would be to appoint a dedicated dignity champion within the team to take the lead of supporting staff in caring for people in a more dignified manner and 'getting back to basics' by asking staff to question 'would this be ok for my own mother?' Many good care homes are already adopting this approach with great success.

## Taking the right steps

Our industry needs to focus on developing, improving and nurturing emerging leaders of the future. This means registered managers, with an array of different talents and strong management skills. Traditionally, care managers have fallen into managerial roles via the usual channel of 'in-sector' career ladders, as a result they are instinctively more 'transactional' in approach. So it can be helpful to assess the skills and managerial capabilities of the entire senior team (not just the care home manager or provider) because that way, you are more likely to identify the strength of the collective team's skills and attributes thus, achieving more positive outcomes for care provision as a whole.

Regular, focused audits of key problem areas will also provide opportunities for development and improvement for the provider, and in turn, play some part in elevating care provision in the future.



\*Research carried out by R.Drury, S.Bawden, R.Dowson-Wallace, H.Fuller (Care 4 Quality Ltd) Analysis of Inadequate CQC published reports between October 2018 - March 2019.

[www.care4quality.co.uk](http://www.care4quality.co.uk)



# Bringing dementia and heritage together



**Tiger de Souza**  
Volunteering and Inclusion Director  
The National Trust

Bringing dementia and heritage together is a perfect partnership and we are excited to join forces with Alzheimer's Society to make all of our 500 places across England, Wales and Northern Ireland dementia-friendly over the next three years.

This is the largest project of its kind for the Trust, and while we already have lots of great work going on right now to support those affected by dementia, we know we have a long way to go. When it comes to fully understanding the challenges facing those with dementia, we admit that we are not the experts.



Young volunteers prepare one of the houses at the National Trust's Back to Backs in Birmingham which offer monthly tours of the historic houses to recreate what life was like for families in gone-by years.

©National Trust Images/John Millar

For instance, at our Birmingham Back to Backs – an atmospheric courtyard of 19th century working people's houses – we have created reminiscence sessions where we offer special monthly tours of the historic houses to recreate what life was like for families in gone-by years. And at Wimpole in Cambridge, we host our Farming Memories group, which encourages former farmers and agricultural workers with dementia to meet up and take part in farming activities.

However, we know we can do more to make our places more accessible and improve the support on offer. This is why this partnership is so important to us. Working with Alzheimer's Society, we will ensure our 9,000 staff and 63,500 volunteers have a greater awareness of the changes we can make to our places to make them more welcoming to people living with dementia. Our people will also be able to join the three million existing Alzheimer's Society's Dementia Friends across the UK, in the biggest roll-out of the scheme in the heritage sector.

Alongside vital training, we are also looking at how we can make changes at some of our places, from improving signage and facilities, and modifying materials we use on our paths and car parks to developing dementia services (such as cafes, tours and social events), taking heritage to local care homes, hospitals, day centres and community groups, and leading the way for more dementia-friendly communities by hosting awareness raising activities and making improvements for those living with the disease.



*“Working with Alzheimer's Society, we will ensure our staff and volunteers have a greater awareness.”*

The National Trust's East Riddlesden Hall in West Yorkshire plans to open a new dementia-friendly wellbeing garden next year.

©National Trust Images/Andrew Butler

What we do know is that there are huge benefits that our historic spaces and collections can bring to people living with dementia and their carers. In fact, research has shown that the stories and memories our places can rekindle is why so many of those with the disease choose day trips to National Trust properties to help them live normal, fulfilled lives.



*“We predict that about 150,000 Trust supporters over the age of 65 may be living with the condition today.”*

With figures showing that someone develops dementia every three minutes, and with Alzheimer’s Society predicting the number of people with dementia will hit one million by 2021, it’s no surprise to hear that dementia is the greatest health concern of our time.

And it’s a disease very close to the Trust’s heart. We predict that about 150,000 Trust supporters over the age of 65, including our volunteers, staff and members, may be living with the condition today. Making all of our places dementia friendly will help those already visiting, the teams who help open our doors to the nation and it will also benefit those choosing to visit for the first time.



The National Trust’s Tredegar House in South Wales has introduced quiet opening hours where music is turned down and natural light levels increased to support those with dementia who may struggle with busy peak periods.

©National Trust Images/Trevor Hart

Making our places more welcoming to many more people is right at the heart of our work.

Supporting those with dementia through this important partnership is just one part of a much wider National Trust commitment to ensure as many people as possible feel welcomed at our places.

Since we launched our Companion Card several years ago, which allows existing members to bring one or two carers or companions with them free of charge, more than 26,000 people have applied. This not only opens our doors to those who need support, but ensures they get the best out of their visit.

If you are already a member, or look after someone who is, you can apply for a companion card by calling **0344 800 1895**, emailing **enquiries@nationaltrust.org.uk**, or writing to **National Trust, PO Box 574, Manvers, Rotherham, S63 3FH**

Cut here

# CUT-OUT FACT SHEET

## Challenges faced by people living with dementia



### Problems with mobility and navigating around the heritage site, for example:

- finding it difficult to get to the venue
- struggling with unclear signage
- finding patterns or shiny surfaces disorientating
- being overwhelmed by background noise
- fear of getting lost inside a site; have problems finding toilets or exits
- fear of not knowing where to go or who to go to for additional support
- worry other visitors, staff and volunteers will react negatively if they do not follow social cues



### Challenges caused by their memory problems, for example:

- struggling to remember a different time or era, follow complex interpretations, read maps, guidebooks, exhibition text or leaflets
- unable to find the right words to describe what they need or want
- difficulties with their visual perception and spatial awareness, for example:
  - bumping into objects or barriers
  - having perception issues, which may be heightened due to low light levels or shadows
  - responding to interpretation, such as projections and soundscapes, in unexpected ways.



### Problems with paying, for example:

- having difficulty remembering chip and PIN codes
- having trouble counting or recognising money, coping with payment methods
- feeling rushed or worried that they will forget how to pay or forgetting to pay



### Impaired sensed or reduced ability to interact with their environments:

- people with dementia might find it easier to interact with the site using their senses:
  - looking at visual art, handling objects, listening to music.



# 'Tis the season to be helpful...



**Karolina Gerlich**  
CEO and Founding Director  
National Association of Care & Support Workers Ltd

**A time of the year is coming when a lot of people around the country are starting to plan and look forward to the holiday season. Many people around the country will have a few days off to spend with their families or maybe go on holiday.**

*"I have heard of stories where inclusiveness and acceptance of different views are at the forefront of plans and celebrations."*

In social care there is a different story though. Most of us are going to be working at least some days over the last few days of the year and some won't get any time off at all. Rotas and plans are being put together to ensure that people who need our support get the best care there is with something extra special on top on Christmas Day. It is wonderful to see how we are all coming together to ensure that the fact that someone needs care doesn't mean that they cannot have a wonderful Christmas. I am amazed and proud of the work that is being put into adapting this Christian celebration to suit everybody, no matter their religious or spirituality belief. I have heard of plans and stories where inclusiveness and acceptance of different views are at the forefront of plans and celebrations.

In between these amazing stories I have heard and read some worrying news and comments: staff in some care services not being given any time off over Christmas and New Year so it is 'fair' and 'easier to manage rotas'; blanket bans on any annual leave in December for all staff and expectations of doing longer hours. This is where the celebration and humanity seem to abandon thinking. It is unacceptable not to consider care workers' needs to celebrate with their family and have some time off. It is a time of the year where it is more difficult but not impossible to plan. There are always some people (like myself) who do not mind working at Christmas and are happy to do so, so colleagues with children can spend time with their families. There are ways to have people work either Christmas or New Year but not both. In all of these negotiations apart from thinking about the needs and cover for people we provide support to, we need to ensure that care workers are treated with respect for their home life. There is a balance possible where, in collaboration, mutual respect and understanding we can ensure that we do not make people miserable in the time of the year that is supposed to be special for everybody.

It is a season to be helpful: extra helpful to each other in making sure we are all ok; offering each other warm cups of tea on cold winter days, especially in community care; sending managers additional availability to support additional winter pressures and demands; giving each other a friendly call, as when the darkness calls at 4 pm already, it is harder to be cheerful all the time; and checking in on each other, neighbours and vulnerable people in our communities to make sure they are all well.

For many people, December is a very difficult time of the year. Short days and long nights attract depression and anxiety. Holiday season reminds people with no family of the severity of their loneliness. Financially, it can be very hard on many families and I have personally seen people make sacrifices for weeks building up to Christmas to make those few days special.

*"It is unacceptable not to consider care workers' needs to celebrate with their family."*

Let's make December a month when we all look out for each other more. A month where we use the plentiful opportunities given to us to make our communities better places. Let's share care out of the care settings, with other people around us. Make special gifts of time off at Christmas, a friendly phone call and words of kindness to registered managers. We rely on each other to make our lives better and that's the best gift we can give.





# Changing children's lives for the better



**Charu Kashyap**  
Chief Executive Officer  
Esland Care

**Charu Kashyap, Chief Executive Officer of Esland Care, discusses how providing a holistic package for the children in their care, as well as training and flexibility for staff helps them overcome the sector's tough challenges.**

Undoubtedly the biggest challenge facing providers of specialist care and education for children is the fact by the time they come to us their needs are at a critical level. Sadly, squeezed funding for local councils means the threshold before they intervene with the most appropriate care for a child is getting higher. It is not uncommon for Esland Care to take on children who have had multiple placement breakdowns in foster care or other care settings. This happens because sometimes, residential care is used as a last resort for a child based on cost factors rather than understanding the type of support the child really needs. Obviously, multiple failed placements are hugely detrimental to children and a huge cost factor to public services in the long term. E.g. mental health, youth offending etc.

So how do we ensure that we can provide a positive outcome for these highly troubled children who come into our care? Well personalised care pathways are at the heart of the answer. We offer a range of high quality, residential care options which means the children can be looked after in either our solo homes (which only has one service user), our dual homes (which support two), our complex needs homes (which support three) or our group homes (which have no more than five service users). We also provide a 28 days 'Adventure Trip' package in which we take children in crisis on activity camps. Our Adventure service is a satellite of our children's home and hence is regulated as part of the registered children's home. Essentially, we make sure that no matter what their issues are, we can give our children the right amount of support and intervention to help them thrive.

Furthermore, providing a holistic experience is a key part of Esland's ethos. While some operators may only provide residential care, we believe that providing a wrap-around model of therapy and education is important. We believe in the 'Team around the Child' approach where the carers, tutors/teachers and therapists/ psychologists work together with each other to ensure that we collectively think and discuss the needs of every child and provide the right interventions at the right time to help every child achieve the best possible outcomes. This includes bringing tutors into the homes, or helping the children attend school and clinicians either doing direct work with the children and/ or with our residential staff. To build on this approach we are we have just submitted plans to register a SEN school near Grantham and are also creating an outcomes-based framework which will evidence the impact of our work with every child in our care.

***"By the time they come to us their needs are at a critical level."***

To ensure we help as many children as possible, as timely as possible, we work closely with local authority commissioners to understand the biggest area of need that we can help with. We are also careful to collect as much outcome data as possible. It sounds simple, but providing evidence our approach works and working in partnership with commissioners means they are more likely to entrust us with the care of some of their most vulnerable children. Of course, at the heart of providing good care, is having a fantastic team of care professionals, and we are very proud that our recruitment and retention rates are some of the best in the sector. We recognise that recruitment and retaining staff is the biggest challenge for residential care providers and hence here at Esland, we combat this challenge by providing colleagues with a comprehensive training and a career path at the company.

Staff are provided with a robust induction programme prior to starting work in a home and are regularly supported with their work. We train all our staff to Level 3 (residential childcare) and also offer Level 5 (Leadership & Management) opportunities for staff progressing to senior leadership and management positions within the homes. Additionally, we allow flexible working options, offering part-time and full-time roles, which helps recruiting & retaining staff as they can choose the hours they work and still maintain a healthy work-life balance. We also have a bank of trusted and trained temporary staff we can call on so we very rarely need agency staff to fill gaps.

This focus on staff, and our commitment to holistic and personalised care options helps us ensure that we are able to help change children's lives for the better.



# Supporting all autistic people



**Anna Bailey-Bearfield**  
Policy Manager  
National Autistic Society

**Autism is a lifelong and often invisible disability that affects how people communicate and interact with the world. There are approximately 600,000 autistic adults and children in England - from all sorts of backgrounds. Many of them need support from social care to do things others take for granted - like getting dressed in the morning, going to work or getting out and about.**

But a recent inquiry by MPs and peers found that two in three autistic adults don't get the support they need. This could amount to as many as 327,000 people. And we're worried that the experiences of autistic people from ethnic minority groups, who are older or identify as LGBT+, could be even worse. It's clear there is a substantial and worrying gap between what autistic people need, and what they get.

The introduction of the Autism Act 10 years ago, and then the Care Act in 2014, should have partly addressed this huge problem. But, in today's current social care system, many struggle without the support they need until they reach crisis point.

## **Why autistic people aren't getting the support they need**

While there are lots of reasons autistic people don't get the social care they need, our recent research with the All Party Parliamentary Group on Autism found that autistic people are often overlooked because their needs aren't immediately identifiable.

*"There's often a one size fits all approach and this lets people down."*

Autistic adults told us that social care professionals don't always recognise their needs, because they don't see or understand their autism. Care assessments are often particularly difficult for autistic people. This is often because the questions asked in assessments can be challenging for autistic people to interpret clearly. This is made worse by the fact that the assessments themselves can be quite

stressful - and therefore result in autistic people becoming overwhelmed and, in some cases, shutting down.

Social care professionals should be making reasonable adjustments to make sure autistic people aren't at a disadvantage. But we know that doesn't happen enough. To make sure autistic people get the support they need, it's really important that social care professionals understand autism, and the reasonable adjustments they should be making under the law. That's why we really welcomed the last Government's commitment to roll out mandatory autism training to all health and care staff.

*"Two in three autistic adults don't get the support they need."*

## **The experiences of autistic people from minority groups**

It's really important councils get support right for people with hidden disabilities, including autistic people. And as part of this, councils - and social care professionals - need to understand and be able to properly support autistic people from minority groups. For example, autistic people from ethnic minority groups, who identify as LGBT+ or who are older may be particularly vulnerable to having their needs overlooked.

This could mean autistic people in a same sex relationship not having their relationship properly recognised by a care worker or an autistic person from an ethnic minority group facing stigma from some people in their own community. For older autistic people, there is a lack of autism-specific support. Some autistic people tell us that in today's care system, there's often a one size fits all approach and this lets people down.

This must change. This means making sure that we have a fully-funded social care system, which has a well-trained workforce who are able to understand and recognise the support needs of all autistic people - whatever their background and however they identify. The next government must make this a reality.



# Workplace arrives at Jewish Care



JEWISH CARE

**Elisa Estrin**

Director of Marketing, Communications and Customer Engagement  
Jewish Care

**Jewish Care has launched Workplace by Facebook for its 1,300 strong staff team to use on an ongoing basis, improving and expanding internal communications within the organisation.**

Workplace inspires all levels of the company to embrace digital and mobile, and adopt a culture of speed and transparency. The rollout of the new digital, online and mobile platform allows staff to communicate and collaborate easily with each other within their teams and across the organisation. It will also allow Jewish Care to communicate easily with staff who do not receive news and updates via email. This means that no one in the organisation will be left without a means of communication with the wider organisation.

*“We aim to empower staff at all levels to use Workplace and share content.”*

As one of the largest charities in the UK Jewish community to pilot the use of Workplace, Jewish Care have successfully implemented its use across a number of teams, departments and locations throughout London and the South East. Establishing Workplace as the new internal communications tool for Jewish Care staff has also involved developing several supporting systems and documents. For example, we have developed user guides which include ‘do’s and don’ts’ for staff to follow. These guidelines were mailed to all staff to ensure that even those without email were informed and supported in using the new tool. As part of the rollout, we have also implemented a ‘Guru’ system, meaning that there is a team of in-house, trained experts that are always on hand to help with any difficulties experienced by staff in either signing up to or using Workplace. In addition, we have also devised a series of workshops that are run at all of our services by one of our Gurus, showing staff, step-by-step, how to use and make the most of Workplace.

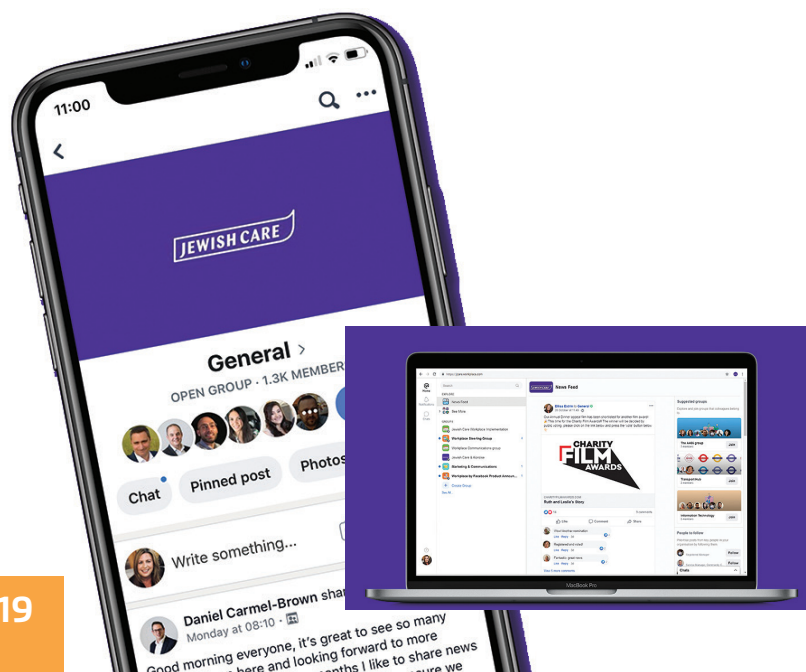
By implementing these supportive measures, we aim to empower staff at all levels to use Workplace and share content. Many have already begun to use the platform to promote events happening across Jewish Care and update the wider work-force with news and reports of changes, additions, work-anniversaries and much more.

As part of the rollout, we have also implemented a ‘Guru’ system, meaning that there is a team of in-house, trained experts that are always on hand to help with any difficulties experienced by staff in either signing up to or using Workplace. In addition, we have also devised a series of workshops that are run at all of our services by one of our Gurus, showing staff, step-by-step, how to use and make the most of Workplace.

By implementing these supportive measures, we aim to empower staff at all levels to use Workplace and share content. Many have already begun to use the platform to promote events happening across Jewish Care and update the wider work-force with news and reports of changes, additions, work-anniversaries and much more. Jewish Care are proud of this new and innovative digital tool and will continue to actively seek ways to use it to listen to and engage with staff on the frontline.

We have already seen a huge rise in staff engagement since launching Workplace with over a third of staff signing up to it in the first weeks of its launch. People have begun to collaborate with each other online in a way they could not have done before; sharing ideas across departments and in online groups. There are now groups set up for working parents, health and safety updates and policies and for staff members supporting an older relative with care needs. Staff have even begun to share traffic updates in groups set up for people coming in to work from the same area.

Our large workforce has suddenly begun to feel smaller, closer and more collaborative, and we hope that this will only continue as we all become regular Workplace users. Jewish Care aspire to be leaders of innovation in social care and using Workplace to interact with all of our staff from the CEO to our frontline carers is a step towards fostering an even more inclusive and communicative environment.



# Technology helps one domiciliary provider to truly realise its USP



**Every domiciliary care provider needs a unique selling point to flourish. For 24 7 Home Care Ltd., a Swindon-based agency, owned and run by Maureen Asefeso, that point of difference is summed up best in the maxim “Big enough to support, small enough to care” a motto which runs deep in the DNA of everyone who works there.**

Explains Mrs Asefeso, who gained over twenty years’ experience, before deciding to branch out on her own.

*“Partnering with QCS absolutely transformed the registration process.”*

*“I know what outstanding care is and I know what it isn’t. It should be one hundred percent person-centred and not at all shareholder led. Because the domiciliary care agency I set up has no board members, we have much greater flexibility to invest funds where they will really make a tangible difference. Therefore, in staff recruitment, in retention and in a continuous cycle of training. This means that we can provide a range of specialist live-in or supported living services for elderly service users, those with a range of physical disabilities those with learning disabilities, spinal injuries or acquired brain injuries.”*

Mrs Asefeso, who left her role as a director at a leading mental health charity in 2017 to start 24 7 Home Care Ltd., now has 30 staff working for her, who between them, carry out 1,500 home visits each month.

As the owner and registered manager, Mrs Asefeso, notes that the journey to being granted registration by the Care Quality Commission “has been a challenging process”.

She says, “...I assumed that my knowledge and experience of actioning policies and procedures would be sufficient. However, when I began creating my business plan, I realised that if the agency was to provide a varied package of outstanding and compassionate care to vulnerable service users, it was lacking in a few key areas.”

It was then that Mrs Asefeso remembered Quality Compliance Systems (QCS), which she had used to good effect while working for a previous care provider.

*“Partnering with QCS absolutely transformed the registration process in that it provided a comprehensive and suite of policies and procedures – 8,500 in all – that allowed me to tailor my plan to each individual speciality. It proved to be very intuitive and identified the policies I needed to include in my plan to meet CQC standards and be granted registration.”*

Since she began operating in July 2018, Mrs Asefeso says that QCS has played a central role in ensuring that her staff are always compliant.

She explains, “When I was working for other organisations, the registered manger would provide a myriad of jargonised policies without ever explaining the context. The QCS system is the exact opposite, in that policies and procedures address the fundamental question, which is ‘why do I need to implement a particular policy?’.”

Mrs Asefeso says that by adopting the QCS approach, her staff “are highly engaged from the start” and “begin to see regulation, not as an alien concept, but something that intrinsically linked to the care plans they are creating”.

Mrs Asefeso also likes “the accessibility benefits that the system offers”.

She says, “QCS breaks up each policy into easy-to-read sections, meaning my staff don’t have to read the whole document to be compliant. And if they’re too busy to access the system, they simply call the office and we can send the correct policy area at the right time, which provides peace of mind to everyone concerned.”

In terms of quality assurance, Mrs Asefeso adds she can also monitor the amount of time that her staff spend reading policies and procedures.

And the future? Mrs Asefeso, who is grooming her assistant to take over her registered manager role, says she will use the time “to grow her team and oversee training”, while never losing sight of the company ethos, “Big enough to support, small enough to care”. With a little help from technology, it’s an ideology that’s inspiring her staff to provide outstanding care.



**Maureen Asefeso**  
Owner, 24 7 Home Care Ltd





**MERIDIAN BUSINESS SUPPORT**  
THE RECRUITMENT SPECIALIST



## Support Worker, Adults Barnet, North London Area

**£23,880**  
plus fantastic benefits

We are looking for support workers with experience of challenging behaviour to assist with the support of a male in the Barnet area. This role is perfect for anyone with experience in medium to high secure units, prisons, forensic settings and highly challenging behaviours. This is an exciting opportunity to make a positive difference in someone's life and support them to live independently. This is a days only role, no nights or sleep ins.

To apply for this job, you must have the following:

- Experience in a highly challenging environment (as stated above)
- A passion for care and making a positive change to people's lives
- Resilience and tenacity with challenging behaviour
- Full driving licence

Contact Carly for a confidential discussion:

e: [criley@meridianbs.co.uk](mailto:criley@meridianbs.co.uk) t: 0151 556 2090

[www.meridianbs.co.uk](http://www.meridianbs.co.uk)

*If you need assistance with any care roles you are recruiting for,  
call us TODAY for a non-obligatory chat!*



# My mother's legacy

Jane Reynolds, a Senior Nursing Care Assistant at John Wills House care home in Bristol, recently won End of Life Carer at the Care and Support West Awards. She then went on to win the same category at the Great British Care Awards in the South West region and now goes through to the National Finals in March 2020. Here Jane shares how the death of her mother inspired her to become a carer and talks about her experiences of providing end of life care.

*"Both my parents died when I was young. When mum became ill she wanted to come home to die. I was working as a shop assistant and I didn't know anything about caring for somebody. It was hard. I had no one to go to ask questions and there was nobody to give me the answers I wanted. Afterwards I thought how things could've been handled so much better for my mum and me."*

*"After she died, I knew two things: I knew that I wanted to care for people and I knew I could use what I'd experienced to help make a difference to others. For me now, looking back, I think it's because of mum that I am able to do the job I love and I'll be forever grateful to her."*

## Being an end of life carer...

*"I've worked at John Wills House since it opened and in that time it's gone from being a traditional nursing home to one being split into different units, including rehabilitation, private nursing beds and end of life care."*

*"I was asked if I could do end of life care and I just love it. I can't explain it to you, but there's just something in me. I find I can ask the difficult questions and it's not just about looking after the residents - you also look after the families as well."*

*"I was working as a shop assistant and I didn't know anything about caring for somebody."*



**Jane Reynolds**  
Senior Nursing Care Assistant  
John Wills House





*"I find I can ask the difficult questions."*

*"No matter how stiff your lip is, if a family is crying, you cry with them. They need to know that you're caring and genuinely giving your best to their parent or loved one. Equally, the resident needs to see you giving your best to their family. No matter how old their children are - they might be in their 60s or 70s - it is still that resident's little boy or girl."*

#### **On winning her awards...**

*"My Care Home Manager, Wendy Leaman showed me the letter she wrote when I was nominated for the award and I just cried. I know I do a good job, but for Wendy to write what she wrote and to know that is how she felt, was lovely. For me that was enough. But then to go to the awards ceremony. I didn't think I would win in million years and then to do it not once, but twice - it was massive shock."*

*"And now there's a national final next year. I don't understand why they picked me. I'm just me. I come to work to do the job I love, do best I can do and go home to my family. That's it. I'm a 'what you see is what you get' person. I'm just lucky, I think."*

#### **Loving what she does...**

*"It's easier to ask me what I don't enjoy about my job - the answer would be it's nothing. It's ridiculous, but true. I've got a very supportive husband, two lovely boys and I get to do a job I love. I'm never going to be rich, but in own little tin-pot way, I'm a millionaire. I'm happy as Larry."*

*"There's so many people who need help - not just end of life. We don't know what we'll need when we're older. Nobody wants to come into a care home and we don't plan for that. We plan to retire, travel with our partners and enjoy life. I just hope that whoever looks after me has a cheeky story, a cheeky grin and washes my bum with a smile on their face."*

*"What don't I enjoy about my job?... nothing!"*

John Wills House is run by Bristol-based charity, The St Monica Trust and offers respite and rehabilitation services, specialist care for those who are living with dementia and also for those with general nursing needs.

For more information go to:  
**[www.stmonicastrust.org.uk](http://www.stmonicastrust.org.uk)** or email  
**[info@stmonicastrust.org.uk](mailto:info@stmonicastrust.org.uk)**



# Music For Dementia 2020 Musical events & services



**Joanne Booth**  
Care Worker  
Order of St John's Trust



**T h e r e a r e a p p r o x i m a t e l y 850,000 people living with dementia who could benefit from music and the Music for Dementia campaign is calling for music to be made freely available for**

**them to help improve quality of life. To help people access what is currently available, the Campaign has launched the first ever Musical Map for Dementia, which is already helping to connect people to services in their local area.**  
[www.musicalmap.co.uk](http://www.musicalmap.co.uk)

*"We have residents who barely speak who will sing along to familiar tunes."*

Joanne Booth has been a care worker for many years. Along with specialist Admiral nurses, she is caring for 82 people who live with dementia at the Ashwood Care Centre in Warminster. Joanna loves incorporating music into her work. She feels it is a powerful method of communicating that evokes emotions such as joy and laughter. This is particularly important in the holiday season.

Says Joanna "I have sung with residents who are largely non-verbal, but when a familiar song comes on the radio or is sung it gives me such pleasure to witness them smile, look around and join in. I can see the joy in their faces and body language. Sometimes individuals choose not to get involved as a group but listen to their own personal playlist. Some residents sit in their own room and sing away contentedly in their own surroundings. We have musical activities, co-ordinated by our wonderful Coordinators Claire, Natalie and Natasha. We also have a dementia choir visit us and love taking residents on trips to sing or watch live music with the choir. I have found music not only brings back memories and emotions but can give reassurance and recognition of places, tasks and people. A lovely lady, I care for, makes up tunes when she sees me, and I sing the tune when I see her. This makes us both smile! I find that songs can help when making up a tune to daily tasks like brushing teeth, having a wash, getting ready for the day then

*having a cup of tea together. One lady taught me a song about a nice cup of tea that reminded her of a song her mother used to sing to sing to her. Music is not only for lifting spirits and getting involved or reminiscing but can be relaxing and comforting. To have a gentle tune in the background I have found can relax some people even if they are feeling tired or agitated. Sometimes if I go into work humming a tune guaranteed someone will say ooh your happy and it reflects on the atmosphere, and sparks conversation. I love my role as a carer, it can be hard and sad on occasions but with the help of music communication is made a lot easier!*

*Ashwood's Music Coordinator Claire Palmer has noticed that during music sessions residents who look asleep will usually tap fingers or toes. Some smile and sing and want to dance. She says "We have residents who barely speak who will sing along to familiar tunes. Music can unlock memories and prompt discussion. Music is magic"*

Grace Meadows, Programme Director at Music for Dementia 2020 and a senior music therapist says: "There are hundreds of thousands of people who could benefit from the work of people such as Joanne and we as a campaign are calling to make music freely available for all those living with dementia. The science proves that music helps to reduce the manifestations of dementia, such as agitation and anxiety and we want to see music being utilised throughout care so that people can experience these benefits. One of the ways

in which we're working towards this is by calling for all those providing musical services to visit our website, [www.musicfordementia2020.com](http://www.musicfordementia2020.com) and upload their information onto our map."





# Iran's kind and caring soul



**Mehdi Mohseni**  
Domiciliary Care Assistant  
Merit Homecare



***"Helping people to live a more fulfilling life is tremendously rewarding. I have seen much suffering in my own country so if I can make a difference to my service users in a positive way and help lift people's***

***spirits then that's all I need to make me happy in life!"*** These are the words of Mehdi Mohseni, Care Newcomer winner at this year's Great British Care Awards for the North East region.

***"I have seen much suffering in my own country."***

Originally from Iran, Mehdi moved to the UK to create a safer life for himself. He had witnessed much hardship and suffering and decided he would like to give back to the community around him. Living in Iran has shaped and influenced Mehdi in numerous ways. He wouldn't change his upbringing for the world and greatly appreciates the life his family curated for him; however, he saw travelling to the UK as an opportunity to grow and enrich his own life. He misses his mum and sister and stays in touch with them regularly but nonetheless he said he has no plans to move back to Iran in a hurry.

Mehdi has been employed with Merit Homecare now since the beginning of April this year, and although he didn't have direct care experience, his thoughtful and compassionate soul is certainly making a positive impact within the company and is contributing massively to the service Merit Homecare are providing.

Previously Mehdi worked in catering for over 20 years in a large department store and felt he had reached a point where he wasn't getting much job satisfaction from his role. He decided he would like to change his career to something where he would feel more rewarded, satisfied and which would enhance the quality of his own life.

Little did Mehdi know when he attended an industry awareness workshop at Newcastle city library that this would soon change the course of his career. Present at the event was Wendy Adams, from Skills for Care and Sarah Jones a Recruitment Manager at Merit Homecare. Mehdi quickly impressed both ladies and even though he didn't have any previous experience in care they both identified him as having the right qualities to work in the industry.

Mehdi was invited to Merit Homecare the next day for an interview where he successfully landed his dream job!

Both Sarah and Wendy describe Mehdi as 'A kind, considerate soul', and are delighted that he chose to join social care. They are even more proud that he has since been shortlisted as a finalist for the Great British Care Awards in the Care Newcomer category.

Mehdi has already been awarded 'Carer of the Month' by Merit Homecare to congratulate him for his hard work and contribution to care. Service users and office staff alike, have nothing but praise for Mehdi. As Sasha House, Registered Manager at Merit observes, *"His commitment to our service users' personal choice is admirable. He always goes above and beyond for each of his clients, he's extremely attentive and very thorough in his work. He treats all with an individual respectful approach and continually demonstrates that he puts others before himself. He cooks a full English breakfast if someone desires, plans his time effectively and efficiently in people's homes, has excellent communication with the office staff and is having a big influence over the positive quality of service users lives and their living conditions. We are all so proud of him and what he is continually achieving."*



***"Living in Iran has shaped and influenced Mehdi in numerous ways."***



Ever humble, Mehdi says, *"I am grateful for the support and belief of the Merit Management team, who have enabled me to pursue a job where I feel so much reward."* Merit Homecare believe that his story is a great example of the positive difference that one person can make to the lives of many.



# The Only Way Is Yorkshire!

**Residents and staff from Yorkshire recently received a special visit from The Only Way is Essex star, James 'Arg' Argent.**

Ideal Carehomes' Handley House and Ebor Court in York, and Anchor Hanover's The Manor House in Harrogate, were thrilled to meet the reality TV star who had been in the city to host the Yorkshire leg of the Great British Care Awards.

Both Ideal Carehomes and Anchor Hanover had finalists at the awards, which celebrate excellence across the care sector, paying tribute to those individuals who have demonstrated outstanding excellence within their field of work.



Having performed at some of the other regional Great British Care Awards, Arg was bowled over by the energy and passion of the finalists and was keen to get find out more, and so prior to the awards dinner called in to the two homes.

*"It just shows that life doesn't stop if you go into a care home."*







During the visits Arg enjoyed a tour of the facilities and met with residents over a cup of tea, swapping stories about their lives and shared experiences. Arg also spoke to the care home's staff to understand more about the dynamic nature of a career in social care, and how they help residents get the most out of later life through a personalised approach to care, and a varied activity schedule.

Arg said: *"It's been lovely to meet staff and residents. It's been a real eye opener and it just shows that life doesn't stop if you go into a care home. The staff have given me such a warm welcome and it's clear to see how passionate they are about the work they do. Today has been really inspirational!"*

Rachel McNally, Home Manager at Ideal Carehome's Handley House, and a Great British Care Awards finalist added: *"It was fantastic to welcome James and show him what life at Handley House is like. He seemed really impressed with our home and loved chatting to the residents over a cuppa. We'd like to thank Arg for taking the extra time out of his day to visit our residents and hope he enjoyed his visit."*

A resident at the home said: *"It's been an exciting afternoon at Handley House, with our fantastic team being recognised at the Great British Care Awards and then a special visit from the host himself. James was a lovely young man and seemed to really enjoy having a good chat to everyone."*



*"Arg was bowled over by the energy and passion of the finalists."*

Andrea Harley, Manager at Anchor's The Manor House care home, said: *"We're proud of our community here at The Manor House and it was a real thrill to welcome James Argent. It was a memorable visit for our staff and residents, who enjoyed sharing their stories and experiences with James."*



# 93 year old valued volunteer scoops award



**Tony Bradley**

**A 93-year-old care home volunteer in Leicester's Beaumont Hall, has received the ultimate accolade after winning the prestigious 'unpaid carer of the year' award at the East Midlands Great British Care Awards last month.**

Tony Bradley, whose wife Renelle has been a resident at Beaumont Hall, part of the Ideal Carehomes Group, for almost two years, was nominated by staff at the home to say thank you for his selfless hard work and support.

Tony has served his community for almost 50 years, supporting his neighbours when in need and volunteering with local organisations including the LOROS Hospice and The Air Ambulance Service. Since his wife moved into Beaumont Hall, Tony has been keen to find a way to support the home and has become a very valued volunteer, by running the Friday coffee morning. The home has also supported him to complete his moving and handling training so that he can safely assist his wife when moving around.

Tony said: "I visit Renelle every day and spend a lot of time at Beaumont Hall so I really wanted to do something to give back and I knew there must be a way I could help the team. It started with making tea and coffee for the residents and now I'm running the weekly coffee morning. I've also been able to do training to move Renelle around safely which is brilliant. Not only am I able to support the staff and other residents, I'm also able to play an active part in caring for my wife, which is so important to me. It's great to be part of the wider team and I'm over the moon to have won an award for my work. It even made the local news, which was the icing on the cake."

Kerri Simpson, Registered Manager at Beaumont Hall, said: "Tony is a true gent and we feel extremely lucky to have such a wonderful volunteer helping us out. Nothing is too much trouble for Tony, from serving refreshments at our coffee morning to just having a good old chat with the residents. He really is part of the team – so much so that we've even given him his own Ideal Carehomes name badge, which he's so proud of."

*"I really wanted to do something to give back."*

"When the Great British Care Awards nominations opened, we knew straight away that Tony should be entered, not only to recognise his commitment to Beaumont Hall, but in respect of all the other support he's provided our local community with over the years. He is such a deserving winner and it was an honour to celebrate with him at the event."

Tony will go on to the Great British Care Awards national finals early next year.



**Kerri Simpson**, Home Manager, volunteer **Tony Bradley** and **Fiona Bradley**, Tony's daughter





## Care Consultancy Ltd

# Our Services

### Crisis Management

Working with providers in maintaining compliance. Working with administrators and insolvency teams to help manage and guide you through a difficult time.

### Quality Assurance

Working with services to ensure they provide high quality care. Supporting providers to maintain Good standards of care and work toward Outstanding.

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To assist services in preparing for regulatory inspection and ensure standards are maintained to a high standard.

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## A little about us


BKR Care Consultancy was founded in 2011 and has since grown to become a leading Care Consultancy firm in the UK.

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## PEOPLE POWER

# The power of peer-to-peer support

Each month we feature an inspirational individual or team who overcome barriers to make a real difference in their communities. This month we feature Bernie Smith\* who, through her own determination and with the people supporting her, has overcome adversity and is now promoting wellbeing for others through her role as the homes' activity organiser.



**Bernie Smith**  
Activity Organiser  
Treow House

In October 2019, the regional finals of the Great British Care Awards shone a light on some of the previously unsung heroes of the care industry. The Care Home Activity Organiser Award in the East of England region went to Bernie Smith, in recognition of her passion and commitment to providing an engaging and enjoyable programme of activities at Precious Homes' Treow House. As one of the people supported at Treow, Bernie's role as activities coordinator is a shining example of peer to peer support, which offers therapeutic benefits for both Bernie and those that she lives alongside. Normally one to stay out of the spotlight, the award had special significance for Bernie and those around her. Jo Rodell, Manager at the supported living service, tells us more about Bernie's achievements.

*"Bernie took it upon herself to start an activities committee."*

Before moving to Treow, Bernie herself had been a carer; first and foremost for her own parents and then, realising that she had a talent for supporting others, as a support worker for people with dementia and in end-of-life care. Two years ago, following a particularly challenging period in her own life, Bernie's mental health issues impacted her ability to fulfil the role of carer, resulting in a move into the supported living service at Treow House.

As part of the award-winning Precious Homes group of services, the supported living, supported living plus and outreach services delivered at Treow are housed in a bespoke service comprising of individual flats and a large communal area which lends itself perfectly to group activities. Shortly after her arrival at the service, Bernie took it upon herself to start an activities committee, using the space to organise and deliver an events programme, which she continues to run in collaboration with her peers and the Precious Homes support team.

*"This award-win has brought home to her that she fulfils an incredibly special role."*

Bernie began her role by planning for the local carnival; attending meetings with the council, researching and making costumes by hand and contacting local businesses asking for donations towards raffle and tombola prizes. Bernie would often stay up into the early hours doing research or making costumes, working hard to ensure that every person was involved in a way that reflected their individual needs.







Since then, Bernie's passion for the role has grown, seeing her organising days out, craft sessions, cake sales and parties, through to Christmas Bazaars, visits from therapy animals and even a Treow House black-tie awards ceremony, during which every member of the "Treow family" scooped an award!

As someone who experiences severe mental health issues, Bernie's anxieties previously impacted her ability to get out into the community. However, over the last 18 months, she has benefitted hugely from the sense of purpose and focus that the role provides. It offers Bernie a way to cope with her own anxiety - a strategy which takes her mind off things which may otherwise impact on her mental health. As a result, Bernie has developed into someone who is more able to access the community on a regular basis and her confidence has grown hugely. As well as impacting her own wellbeing, Bernie has become the voice of those supported at Treow, giving her peers a varied programme of activities from which they derive great pleasure and sense of achievement. While many of us may typically think of therapy as sitting down on a couch to talk about your problems, the benefits of art as therapy, as well as those associated with stimulating activities in any care setting, are increasingly well-known.

While she remains at the heart of the project, Bernie is closely supported by the staff team at Precious Homes, who step in to support wherever required, ensure safeguarding on trips and during activities and help to facilitate wherever possible. Friends and family are also always on standby to help, ensuring that Bernie and her peers benefit from this form of therapy without risking overwhelming her with the responsibility.

*"She has become the voice of those supported at Treow."*

There's a fine balance, but the Precious Homes team has seen such changes in Bernie. This award-win has brought home to her that she fulfils an incredibly special role in life at Treow house. The benefits to her and the people supported at Treow speak for themselves. As the team at Treow often say, *"everyone needs a Bernie!"*

\*Name changed to protect identity.



WHAT KEEPS ME



AWAKE AT NIGHT

# Tracey Bleakley

## Hospice UK

**In twenty-first century Britain why are many people struggling to get the care they need at the end of life?**

As CEO of national hospice and end of life care charity Hospice UK, this is what keeps me up at night.

The template for modern hospices was created over 50 years ago by Dame Cicely Saunders at St Christopher's Hospice, supporting people with cancer, for whom a cure was no longer possible.

Fast forward 50 years and hospice and palliative care straddles numerous conditions including heart failure, neurological conditions and dementia.

People are living for longer, often with multiple conditions. Families no longer live near each other and the fastest growing demographic over the age of 65 are single person households. All of this challenges our assumptions about the standard template of end of life care.

During my many visits to hospices, hospitals and care homes across the country, I've witnessed incredible care, supporting people to live well until the end of their lives and to die peacefully and with dignity.

I've also been privileged to shadow community nursing teams and spend time in families' homes when a loved one is dying. This is the mainstay of end of life care, with 84% of people supported at home, where the vast majority wish to spend their last days.

But I've also seen that the end of life care system is not reaching everyone who needs this vital care.

More than 100,000 people in the UK miss out on end of life care across all care settings and for a range of complex reasons. And overall the need for palliative care is set to increase 25 per cent by 2040.

I also worry that certain communities such as LGBTQ+ people and those from Black, Asian and Minority Ethnic (BAME) communities feel disadvantaged by current provision. Also those with conditions other than cancer who are often referred for end of life care in smaller numbers and later than those with a cancer diagnosis.

All end of life care providers are finding it challenging to meet this immense growing demand - how we will all care for our loved ones in the future is something that keeps me awake at night.



**Tracey Bleakley**  
Chief Executive  
Hospice UK

Hospices in particular are facing serious funding challenges and, like other care providers, are facing difficulties in recruiting staff.

During my visits to children's hospices, I have heard how many are struggling to find nurses and other care staff to deliver their specialist care. While this can be due to different reasons, including geography, a lack of awareness about the end of life care sector is a key factor. I know from speaking to hospice, hospital and care home staff across the country just how rich and rewarding a career in end of life care can be, but many healthcare professionals often do not discover that until much later on.

Finding skilled and compassionate staff is crucial but we also need new solutions for supporting people through the last phase of their life.

There is clearly a case for radical change by the sector to adapt their services to increasing demand for their care and this is something that Hospice UK is working with providers to achieve.

*"All end of life care providers are finding it challenging to meet this immense growing demand."*

We urgently need more sustainable funding for end of life care services, and more thought about how to support our ageing society, balancing long-term conditions with continued independence and a good quality of life. We also need a step change in our culture - a greater openness to talking about death and dying which will in turn help us focus on what really matters to us, our families and our communities.

The challenges are many, however working in the hospice and end of life care sector is a privilege. The tireless dedication of staff who always go the extra mile to provide comfort and care during really difficult times shows humanity at its very best and continues to inspire me.





## STORY TIME

# The Seven Ages of Care

By Debra Metha

*All the world's a stage,  
And all the men and women merely players:  
They have their exits and their entrances;  
And one man in his time plays many parts,  
His acts being seven ages.  
Then the soldier....*

Mrs Green took a white shirt from her son's wardrobe and laid it out on the bed, next to jeans, socks and boxers. Every day she did this – placed his clothes, not in a pile, but in the shape of a stickman. In the months since Jason's return from Afghanistan, she had floundered around him so many times until she finally found little ways to make life easier for him.

And yet, most days since his return he hadn't even got out of bed. But Mrs Green was not deterred; she spread them out just the same – always in hope and soft defiance.

"I've laid your clothes out, Jason," she would say each morning on her way out to work. "Getting up, love?"

There was much to be sad about, but it surprised her that what she missed most about the house was his singing.



It was one of the seniors' ideas to ask Jason to come in and sing for Mrs Thornton's 100th birthday, but day after day, Jason refused.

"There's nothing to sing for," he repeated.

Mrs Green took his reluctant hand. "It would make her so happy, Jason, and she's not so very well anymore."

And then she placed her arms around him and stroked his soft, blonde hair. "You used to say the only thing better than singing is more singing."

Mrs Thornton wasn't well enough to leave her bed that day, but she didn't seem to mind. She clasped Jason's hands when they were introduced and thanked him in tiny whispers before he was helped over to a place by the window to sing.

There, he gripped the window ledge, not because he was scared of falling over, but because he feared what a cocktail of anger and musical pitching might do to him and the audience of four. But then, his voice arrived, and the bold notes filled the room, shivering the birthday cards on the bedside table.

Barely had he begun than Mrs Green had her hand to her mouth, containing her great, proud smile.

Afterwards, Mrs Thornton took his hands once more. "Thank you so much, dear. It's just not the same on record," she whispered. "An aria comes alive through the life of a singer like you, so very close by."

**"You lost your sight, not your life,  
for Christ's sake!"**

Jason stayed in bed for only one reason; he needed to dream.

"It's a phenomenon," his medical officer had explained. "You will dream in colour for a while, but then one day that will end."

"How long, sir?"

And because no one had an answer, Jason begged for the colours of a dream by staying beneath his quilt.

Mrs Green couldn't cry at home, so she cried at work, peeling potatoes or blending meals for the residents at Harrington House. And though her tears were for her son, they were also for herself; she couldn't bear the unforgivable fact that he would never see her again, for as long as either of them lived.

But one morning, Jason's silence severed something inside her. She grabbed the shape of clothes and threw them on the floor. "You lost your sight, not your life, for Christ's sake!"

**"He gripped the window ledge  
because he feared what a cocktail  
of anger might do to him."**

"What does *Nessun dorma* mean?" Mrs Green asked Jason as she drove them both home.

"None shall sleep," he replied.

And Jason got up most mornings after that and, unlike the old days, every time he sang around the house, Mrs Green turned off the TV to listen.



## VOICE OVER

# Looking ahead to 2020, what do you see are the challenges and opportunities for social care?

The political and economic landscape continues to be volatile and as such the social care landscape remains uncertain. As we approach 2020, we asked a group of key sector stakeholders, "Looking ahead to 2020, what do you see are the challenges and opportunities for social care?"



**CARE ENGLAND**  
Representing independent care providers

**Professor Martin Green OBE**  
Chief Executive Care England

"2020 will see a new parliament and social care needs to be high on the priority list of the new government. The election campaign was dominated by endless discussions about NHS funding, and it seems that this is the only show in town as far as both politicians, the media and much of the general public is concerned.

**"We need an immediate cash injection of £4 billion."**

2020 needs to be the year when social care asserts itself and we need an immediate cash injection of £4 billion to stabilise the system and by the end of the first year of the new parliament, we need to see a long-term plan for social care. Spending on the NHS is set to reach nearly £200b and if we are to have an integrated system, we need to see social care funding raised from the totally inadequate £18b, to about £50b a year. Only when we have equitable funding and public recognition, which is on a par with the NHS, can any government really talk about integration."



**think local  
act personal**

**Clenton Farquharson MBE**  
Chair of the TLAP Board

"You can't avoid the two major challenges of funding and workforce; people are not getting the support they need with demand rising all the time. Joining up health and social care is essential, but easier said than done. Thinking about the inadequacies and bureaucracies of the current system, its obvious things need to change. On a positive note, doing things differently gives us all an opportunity to be more human and exhibit greater kindness to one another. Good person-centred care and support is one route to this, and more co-production is another. These have to be centre stage in future."



**Labour**

**Barbara Keeley MP**  
Shadow Minister for Mental Health and Social Care

"With the social care system in crisis, Labour's first priorities will be to ensure that more people receive social care through addressing the funding crisis and introducing free personal care for older people. We will also invest in the social care workforce to ensure that care staff are provided with the professional training and support they need.

In 2020 social care will have experienced a decade of cuts and change will take time. But by working towards a comprehensive National Care Service we will create a social care system which minimises financial uncertainty and treats people with dignity and respect."

**"Co-production needs to be centre stage."**





**Anne Longfield OBE**  
Children's Commissioner  
for England

*"The biggest challenge for children's social care is to set children up for life, not just keep them safe in the short-term. At present the system is reacting to crisis, not stopping crises from happening. Investing in prevention is the only answer. Funding is crucial to this and needs to be based on a realisation that there are millions of children in families who will need social care at some point. I want to see an expansion of the Troubled Families Programme and an outcomes framework built more around children, delivered through an extended network of family support centres in the most deprived areas, and building on existing children's centres and extended school opening hours. Local authority statutory children's services must also be adequately funded in a long term way so that the child's needs are put at the heart of decision-making, and planning has the child at its heart."*



**Helen Walker**  
Chief Executive  
Carers UK

*"2020 presents an opportunity for the incoming government to make social care reform its priority: ensuring the needs of unpaid carers, who have been propping up the system, are at the heart of that reform. Our social care system is near breaking point having been ignored for too long."*

*Finding a solution would bring huge benefits to families and society; creating jobs, keeping carers in work, improving health and wellbeing - as well as lives. With every day that passes, carers and those they look after are going without the support they need, at a huge detriment to their health and finances."*

***"The child's needs are put at the heart of decision-making."***



**Tim Nicholls**  
Head of Policy  
National Autistic Society

*"The upcoming General Election is a chance to resolve the long-standing underfunding of social care and drive forward change in 2020. But we've been here many times before - successive governments have made ill-fated pledges to solve these problems. Nothing has changed and, as a result, two thirds of autistic adults don't get enough support."*

*"We urge the next government prioritise reforming the system. They must make sure it works not only for older people, but for everyone who needs it. This must include the 327,000 autistic adults that we estimate are living without the day-to-day help they need."*



**Karolina Gerlich**  
CEO and Founding Director  
National Association of  
Care & Support Workers

*"The biggest challenge of social care next year might be attracting more people into the sector. More investment needs to be made into the sector so we can offer attractive pay and working conditions for the incredibly difficult and skilled work that care workers do."*

*2020 is also a great opportunity to finally recognise social care as an amazing contributor to our society and economy. This should start with categorising care workers as highly skilled and professionalising the workforce via registration and vastly improved training and careers frameworks. Making a lot of noise about the next Professional Care Workers' Day on the 4th of September is also a great opportunity for the sector."*

## Key Points

- An immediate cash injection of £4 billion to stabilise the system
- Funding and public recognition, which is on a par with the NHS
- Recruiting and retaining a highly motivated social care workforce
- Raising the profile of social care as a profession
- Addressing the inadequacies and bureaucracies of the current system
- Working towards a comprehensive National Care Service
- Adequate funding for children's services so that the child's needs are put at the heart of decision-making
- Ensuring the needs of unpaid carers are at the heart of that reform
- Government funding must address the 327,000 autistic adults that we are living without the required support



## IT'S NEVER TOO LATE TO CARE

# Clare Hayes

From full-time mum, to sales assistant, to care

Each month we profile a care professional who has come into the sector after a career change and who demonstrates that it really is **never too late to care!** This month we meet Clare Hayes, CuraCare, who, following a role as a Sales Assistant and many years of raising her three children, was encouraged to move into the care profession by her eldest son Nathan, as he headed off to university.



Clare, who works full-time as a Care Assistant with CuraCare Twickenham, has already made a notable impression on both her colleagues and clients, despite having no previous professional care experience (her son was right!). Her role involves supporting clients in their own homes where she



provides companionship, meal preparation, medication help, dementia support, personal care, chaperoning for appointments and much more. Clare can't stand knowing that a client is in an uncomfortable situation so makes sure she is never late and is always equipped with what she needs to help.

Clare's bright and positive approach to her job and fantastic sense of humour has meant that she maintains a natural connection with her clients, providing them with much needed uplifting care.

Clare quips, "I love to sing along or, where appropriate, joke with my clients. I would frequently say to one of my regulars, who I looked after twice daily, that when I come back at lunchtime, I'll make you something to eat and we'll have a little dance around".

Being a mum of three (her eldest now 25) has meant that Clare came to the role with bags of care experience. As well as her second son experiencing learning and developmental challenges at school, requiring extra support, Clare also cared for her Nan. She regularly undertook her weekly shop, kept her company, prepared her evening meals and supported her at bedtime.







*"I leave my clients thinking that I put a smile on their faces."*

Just over four years ago, when her youngest was 10 years old, Clare decided that she wanted to explore the idea of doing something that put her first. So she became a Sales Assistant at The Works, where she remained for 3 years. As her eldest son flew the nest for university his parting words were that she would be great in the care profession, as she naturally cared for Nan so well. Even though others also said Clare should go into care, she felt that she knew her Nan, and doing it as a professional would be totally different. She worried that she would not be able to properly fulfil clients' needs but, despite her doubts, she took the plunge and has not looked back since. Asked whether going into care was right for her, Clare says *"My only serious regret is that I didn't do it years ago!"*.

Her hard work and winning attitude has not gone unrecognised. Since joining in April 2019, Clare was nominated for 'The Richmond Community Dignity in Care Awards 2019' and was a 'Care Newcomer' finalist at 'The Great British Care Awards in London'.

Clare says *"The best part of my job is seeing my regulars"* citing Gladys, whose face beams as she walks through the door and Arthur, who is 102 and entertains her with stories of the war and his adventures since. Referencing the much-treasured companionship she so naturally provides, Clare comments; *"Some of my clients don't see anyone. I leave there thinking that I put a smile on their faces"*.

*"Being a mum of three has meant that Clare came to the role with bags of care experience."*

Clare concludes: *"I enjoy the challenges every day. What to expect and what not to expect. The crazy thing is that, when I had a week off, I couldn't wait to get back to work. I missed my clients. I have an urge now to be at work"*.



THE INAUGURAL



The National  
Children & Young People  
Awards  
CELEBRATING EXCELLENCE IN SOCIAL CARE

# The ICC, Birmingham Friday 5th June 2020

## Small things make a big difference

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SOCIAL CARE'S GOT TALENT

**AND THE WINNER IS...**

**Callum Stoneham**  
Barchester Healthcare

**THE  
CARE HOME CHEF  
AWARD**



Awards presenter **Alison Hammond**, winner **Callum Stoneham**, and awards host **Steve Walls**

**Callum Stoneham from Barchester Healthcare,  
was the proud winner of  
The Care Home Chef Award at The National Finals  
of The Great British Care Awards 2019.**

What the judges said:

*"Callum has overcome challenges and has become a key member of staff.*

*He has an ability to empathise with service users and develop a rapport and has often gone the extra mile."*



# Great British Care Awards Regional Finals 2019

This Autumn saw the very best in social care come together for a series of 10 regional Great British Care Awards, and the very first bespoke event in Wales. The Awards were truly overwhelming with all corners of the industry coming together to celebrate the very best in the

sector. With over 4000 nominations these awards are unique because they predominantly recognise the workers on the front line and ultimately the very best in care.



Once again, the Great British Care Awards demonstrated that our social care workforce truly is *Out of This World*!

The winners of this year's regional awards will go through to a glittering National Final which takes place on 20th March 2020

at Birmingham's ICC, with a celebrity presenter, *Out of This World* entertainment and hosted by Great British Care Awards compere, Steve Walls.

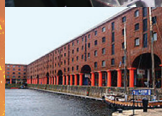
## The Regional Winners 2019



**East of England**  
Holiday Inn, Peterborough  
24th October 2019



**South West**  
Aston Gate Stadium, Bristol  
25th October 2019



**North West**  
Principal Hotel, Manchester  
26th October 2019



**East Midlands**  
EMCC, Nottingham  
1st November 2019





**West Midlands**  
ICC, Birmingham  
2nd November 2019



**Wales**  
Park Plaza, Cardiff  
7th November 2019



**South East**  
Hilton Hotel, Brighton  
9th November 2019



**North East**  
Gosforth Park, Newcastle  
14th November 2019



**London**  
Hilton Bankside Hotel, London  
16th November 2019



**Yorkshire & Humber**  
National Railway Museum, York  
22nd November 2019



## National Finals

20th March, 2020, ICC Birmingham



Hosted  
by  
**Steve Walls**

With Special  
Celebrity Guest

?

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or book a table, email:  
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Care Talk has a packed agenda of conferences and seminars ahead. We are proud to be media partners and supporters for some fantastic events listed below.

## Coming up...

### Date

### Event and Venue

#### March 2020

Fri 20th March

**The Great British Care Awards Finals 2020**  
ICC, Birmingham

#### June 2020

Fri 5th June

**The National Children & Young People Awards 2020**  
ICC, Birmingham

Fri 26th June

**Learning Disabilities & Autism Awards 2020 (England & Scotland)**  
ICC, Birmingham

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NCF supports its members to improve social care provision and enhance the quality of life, choice, control and wellbeing of people who use care services. We work directly with not for profit providers of care and support services across the UK offering:

- Expert response to government consultations and engagement with senior politicians and staff
- Innovation focus - influencing the future of the health and social care sector
- Direct support for individual members and their senior teams
- Regular specialist and general forums – bringing together practitioners from across the UK
- Weekly policy and information briefings
- National events spread throughout the year – offering expertise, collaboration and knowledge exchange
- Regular benchmarking surveys on key sector issues
- Opportunities for national and international networking
- Strong relationships with trusted industry partners
- NCF Quality First - a key sector mark of quality
- and so much more...



# Putting someone's criminal record behind them



**Jeanine Willoughby**  
Project Manager, Recruitment  
and Retention  
Skills for Care

Skills for Care's Jeanine Willoughby looks at what support is available for social care employers thinking about employing someone who has a criminal record.

*“Many people from disadvantaged backgrounds are disproportionately represented in the criminal justice system.”*

One of the most sobering statistics in our recently published **‘The state of the adult social care sector and workforce in England, 2019’** report was that the number of vacancies our sector has on any given day had increased to 122,000.

If we're serious about filling the existing and upcoming gaps in our workforce, our ever-growing sector's 18,500 employers need to look at other ways to find new people. This involves using open recruitment and considering different underrepresented groups such as people with convictions.

Most people will be unaware that a staggering 11.7 million people in this country have a criminal record. This is a huge pool of potential recruits to immediately discount. In fact, Business in the Community found that three quarters of employers admitted they discriminated against people with convictions.

Dominic Headley runs a specialist consultancy practice supporting employers and providers to recruit safely and fairly. Skills for Care has worked closely with Dominic on the 'Seeing potential' project to develop practical guidance for social employers on open recruitment and the **‘Safe and fair recruitment guide’** that's free to download from Skills for Care's website.

'Seeing potential' supports adult social care employers to recruit and retain talent from all kinds of backgrounds. This includes people who may face barriers to employment such as care leavers, single parents, disabled people, people with mental health needs, people who are homeless or at risk of homelessness and people with convictions.

Many roles or opportunities in social care require the disclosure of criminal records which has traditionally presented a barrier as some employers are averse to considering people with convictions.

To support employers and providers to tap into this potential talent pool of over 11.7 million people with convictions, Dominic offers the following top tips:

## ■ Do the right criminal record checks

Not all roles throughout social care are eligible for enhanced DBS with barred list checks.

Apply for the correct level criminal record check for the specific role. Employers are less likely to lose a suitable candidate who may have the right values to work in social care.

## ■ Adopt a consistent approach to all applicants

Many people from disadvantaged backgrounds, including care leavers and people from BAME backgrounds, are disproportionately represented in the criminal justice system.

Avoid including questions about convictions on application forms that may inadvertently put off some disadvantaged applicants with the right values.

DBS checks may list criminal convictions of UK nationals convicted overseas, but they will not detail criminal convictions of non-UK nationals convicted overseas.

Employers should review their vetting policies and procedures to ensure they're applying a consistent and non-discriminatory approach to all applicants when assessing the risk and relevance of a criminal record for the role applied for.

## ■ Get support when making a decision

Some social care employers have struggled to understand the complex criminal record disclosure legislation that impacts upon the recruitment of people with convictions.

When employers are faced with complex recruitment, retention or safeguarding decisions, Skills for Care encourages employers to pause and seek expert advice from support organisations listed in the **‘Safe and fair recruitment guide’** and can be found on our website. This supports employers to make risk assessment decisions alongside expert guidance.

Skills for Care hopes that these top tips and the resources on our website will help more social care employers recruit people who have convictions safely and fairly.

**Find out more**

[www.skillsforcare.org.uk/seeingpotential](http://www.skillsforcare.org.uk/seeingpotential)

# Retention is not a dirty word



**Adrian Grove**  
Business Development Director  
Qube Learning

**Solutions exist and they're not as radical as you might think, says Qube Learning's Business Development Director, Adrian Grove.**

Care work can be infinitely rewarding, but no one could claim it is an easy job: it often requires very specific skills, unlimited empathy and total dedication. So, once you've found such an individual with these qualities, you really want to hold on to them. And that's not easy either.

***"Apprenticeships fell out of fashion."***

Staff retention is a perennial issue across most industry sectors, including care. But you'll be pleased to read, there is a tried and tested route to keeping good employees, and that's training. Or, to be more precise, apprenticeships. Despite their historical success, apprenticeships have until quite recently taken back seat as successive governments sought instead to widen participation in higher education. Essentially, apprenticeships fell out of fashion.

But now, following a long consultative period which culminated in the Apprenticeship Reform, apprenticeships are back with a vengeance and widely lauded as performing a critical and vital role in developing workplace skills once more.

Qube Learning is central to providing quality apprenticeship programmes in the care sector, currently working with over 350 employers including Priory Group, Caring Homes Group, Gold Care Homes, Elizabeth Finn Care Homes, brighterkind, and Avery, helping them to adopt and present new Apprenticeship Standards as a gold standard in employer-led training. Central to Qube's training is its commitment to putting employers right at the very heart of its training and development process, involving them in the design of the apprenticeship programmes and in shaping the future of their employees' long term learning. Research conducted by Qube amongst adult care employers, explored views on the Apprenticeship Reforms, including the funding methodology and new standards: this enabled the company to restructure its training provision in line with the sector's new requirements.

Qube's bespoke Apprenticeship Needs Analysis Profiler is case in point and designed to assist non-levy paying care employers in their budgeting, helping them allocate their

co-financing costs across the academic year and build-in any additional training required. Similarly, a Mentoring Handbook illustrates the most effective mentoring in the workplace and was created by Qube specifically to help employers meet the new obligations placed upon them through the reforms.

Interestingly, the research also identified that employers feel that most apprenticeship training on offer by providers was insufficiently bespoke to their organisation. Qube has countered this with the introduction of a Programme Design team which collaborates closely with individual employers. The team uses blueprint schemes of work, but then embeds employer-specific learning requirements unique to that organisation and applied across the whole training journey.

Qube also assists with initial recruitment of apprentices, organising Open Days to source candidates for the employers' programmes. The activity includes a Skills-Scans analysis for applicants to ensure they are placed onto the correct programme of learning, a process which has delivered improved engagement between employers and apprentices and has helped achieve outstanding retention levels.

Within the Adult Social Care sector alone the results speak for themselves: retention rates since the introduction of the Apprenticeship Levy in May 2017 stand at over 87 per cent for both Adult Care Worker Levels 2 and 3 - a phenomenal achievement. But that's only half the story: just as important is the genuinely tangible progression opportunities available to apprentices. This is provided through Qube's bespoke Organisational Needs Analysis, developed in the belief that the only limits to career progression are the employees' own ambitions, the analysis is undertaken with all employers to agree stepping stones to higher levels of learning.

Of course, all training success can only be achieved through high quality teaching. This underpins Qube's teaching performance criteria which are mapped to Ofsted's Common Inspection Framework, with processes validated by an ex-HMI inspector as meeting quality standards.

Apprenticeship training is here to stay and underpins retention. Qube's training excellence saw the company take the Care Services Apprenticeship Provider of the Year 2019, and now the organisation is sponsoring The Great British Care Awards 2020.

If you want to keep your staff, Qube learning is a great place to start.





# What can we do better?

Each month we profile a care provider who has achieved an Outstanding rating with the Care Quality Commission and find out what they think it takes to be truly **Outstanding**. This month we Nikki Trewern, Home Manager at Bupa's Queensmount, tells us how she has achieved **Outstanding**.



**Nikki Trewern**  
Home Manager  
Bupa Queensmount, Bournemouth

**As care home managers, we should always be asking ourselves 'what can we do better?'.**

It's something we often ask at Bupa Queensmount and I'm pleased to say it's paid off. Earlier this year we became one of only four nursing homes in England to be rated as 'Outstanding' in all areas by the CQC. In addition to constantly challenging ourselves to do better, here are some of the key areas that helped us reach success.

## Outstanding services work for everyone

Activities are one of the key things that help set Outstanding services apart from the rest.

All homes should understand the value of keeping our residents physically and mentally active, and good homes will go beyond this to tailoring activities to meet residents' personal interests. To take it to the next level though, you need to make sure that activities are being designed with all residents in mind.

The CQC are quite rightly looking out for this, and so are quick to praise examples when they see it in action.

For example, our CQC report includes details of our pancake day celebrations. Knowing that some of our residents don't have the strength that they used to, we bought lightweight frying pans so everyone could flip their own pancakes. It was a small gesture but made a huge difference. One resident told us just how much it meant, as she never expected she'd be able to cook again. Elsewhere we have to consider residents with less mobility. Just because someone's cared for in bed doesn't mean they should miss out on the fun, so think about the ways you can get activities to them.

For example, our team created a mobile garden which can be wheeled from room to room, so green-fingered residents can still care for the plants. Elsewhere, we recently had circus entertainers visit the home

## Share the responsibility

As a leader, it's up to you to empower others in the team. Recognise the strengths of your colleagues and, where appropriate, let them take on responsibility for these.

At our home we've introduced 'champion' roles, where colleagues take accountability for driving compliance and best practice in areas like infection control, medication management and end of life care. Not only has this helped motivate colleagues, but it's also driven tangible improvements at the home.

On the flipside, I'm a firm believe that you should never ask someone to do something that you wouldn't be happy doing yourself.

I've spent my whole life working in care and nursing, so it's easy for me to roll up my sleeves and help. Even if you're not from a clinical background, show willing and muck in where you can. It's great for team building and more importantly will help deliver the best outcomes for residents.

## Embrace data

Let's be honest, nobody likes paperwork. All the same, it has to be done – so why not benefit from the results? Analysis data is essential for spotting trends, driving improvements, and addressing issues before they become serious.

For example, after we noticed a small increase in hospital admissions, we looked through our stats to see what was behind these. As a result, we made some simple changes to our infection prevention measures which drove admissions back down.

Elsewhere, after reviewing resident data we were able to see that a few residents were showing the early signs of weight loss. As a result, we introduced 'snack stations' at the home, which helped people maintain a healthy weight.

These are just some examples of the things we do that helped us reach Outstanding, and I'm always keen to read other people's suggestions. Whatever routes you take though, remember it's an on-going process – so keep moving forward and striving for better.



# Clare sparkles at Milton Lodge

Each month we feature an Award Winning finalist; inspirational individual or team who are really are **The Best of the Best** in social care. This month we feature Clare Martin, Activities Co-ordinator at Milton Lodge in Colchester, part of Sohal Healthcare, who gives a wonderful insight into making residents' dreams come true.



**Clare Martin**  
Activities Co-ordinator  
Milton Lodge

My name is Clare Martin and I am an Activities Co-ordinator at Milton Lodge care home in Colchester. I start each day by chatting to the residents, which often leads to me finding out more about their life histories and the things they either wish they could have done or would like to do again. and this is how a 'Sparkle' begins.

*"Butlers in the Buff served our ladies with a gourmet meal."*

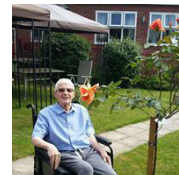
Once I know the basis of a dream, or 'Sparkle' as we prefer to call it, I start to think about how we can make this dream become a reality. I will also chat to relatives and friends to see if they can lend a hand with making their loved one's wish come true. Sometimes a Sparkle can be granted in the home, such as a professional manicure or massage; sometimes they are bigger. Whatever the dream, we never say never!

We are so proud and honoured to have been able to make so many dreams a reality. Here are just a few of our Sparkle moments:

As you can tell I am very passionate about my work, and it's more than just a job to me. Just because you live in a care home it shouldn't mean you stop being able to achieve your dreams and aspirations. Of course, none of this would be possible without a supportive manager and team. Here at Milton Lodge we are all so proud to play our part in making dreams, however big or small, come true and bringing a bit of sparkle to the lives of our residents.

## A rose garden

One of our gentlemen wanted to go back to his old workplace, a rose nursery. During the visit colleagues remembered him for his work in creating a hybrid flower, the Just Joey rose. On the day of the visit, the company had arranged for some of his old colleagues to be there, waiting for him with old photos. Since this visit the company have donated a 'Just Joey' rose to the home for the gentleman, and indeed all our residents to enjoy.



## Back to school

One of our ladies who is 103 year's young longed to re-visit her old primary school. We researched which school she attended and were delighted to find that the school was still up and running. The Headteacher of the school couldn't believe how much our lady could remember from her school days, and by going back through the archives was able to unearth the school register from the time she had attended.



## Meeting Michael

One of our ladies was a huge Michael Bolton fan and her wish was to see him perform and meet him. A tall order, or so we first thought, so initially we bought her a life size cardboard cut-out of Michael, filmed the presentation and put it on Facebook. The reaction to this post was phenomenal! Bouyed along by the momentum we contacted the Lorraine show as we heard that Michael was scheduled to appear as a guest. We were absolutely thrilled when Michael sent our lady a message on live television and invited her to his show and a meet and greet; which of course she happily accepted!



## Butlers in the Buff

As with many care homes, our home has predominantly female residents. Some of our ladies mentioned how they dreamed of having some male company to spice up their lives! After much thought and googling, staff found a company called Butlers in the Buff and arranged with them to come along to the home, where they entertained and served our ladies with a three-course gourmet meal. We shared this on Facebook and again this Sparkle went viral. Various TV stations, radios and magazines contacted us for a story but by far the most exciting was ITV's This Morning who asked if we could re-enact this live on television. Not only did they send along their film crew but also presenter Alison Hammond.





# Why the fabric of a building is so important



**The environment of care homes across the UK are of significant importance, not only from a residents wellbeing point of view, but also from a health care and staff welfare perspective.**

Sarah Barsby Marketing Director Intastop Ltd, comments on how a properly equipped care home can support residents, preserve and protect the infrastructure of the home, form part of its infection control policy and create a working environment that allows the staff to offer the highest levels of care in line with the CQC guidelines.

## Protecting people

An ever increasing number of care home providers are creating homes that allow their residents to enjoy a home from home setting and are truly equipped for the 21st century. At the heart of this is an interior specification that is easy to maintain and clean, placing infection control as a priority and also supporting the legal requirements of operating a care home. As an ongoing measure to protect residents with their mobility around the care home and also to permit access to bathing areas, Intastop has launched a brand new range of products to the UK market.

Its Tubocolour Grabrails are manufactured in Italy, by Ponte Giulio, one of Europe's largest manufacturers of safety solutions for bathrooms, they benefit from BioCote antimicrobial and biocompatible protection which means they not only help reduce the spread of microbes including bacteria, mould and fungi but they also boast anti-slip credentials bringing a new dimension of safety and infection control to more elements of building interior specification, in both new build projects and refurbishments. Particularly suited to a care home environment the rails assist in the safe passage of less mobile residents around the home and can also help with sitting and standing from chairs, showers and other facilities in the home where access may previously have been prohibited or compromised. The range of grab rails, shower rails, shower seats and bathroom accessories complements the existing range of door and wall protection for which Intastop are renowned.



## Protecting buildings

Intastop has an enviable range of products all designed to protect and assist, and many are ideally suited to creating environments in care homes where tangible benefits

can be realised for staff and residents. Many of its wall and door protection products also offer anti-bacterial qualities that are ultra hardwearing, allow co-ordination with interior schemes due to the colour options available, and are easy to fit and maintain ensuring building maintenance schedules are easy to manage and are cost effective. The walls and doors of care homes are required to be particularly hard wearing to protect against volume of traffic and the use of mobility aids in the building. Yet as it is a home consideration also needs to be given to the aesthetics, this is where Aspex® Impact Protection Sheet from Intastop comes into its own. The bespoke sheet allows the transference of high quality images and logos create a striking visual impact which offers a new level of flexibility to its wall protection. Resting areas or corridors which aim to offer a stimulating visual image such as a woodland walk or calming meadow greatly benefit from this type of product due to its durability, long lasting and maintenance free nature.



Other areas of the home such as bathrooms and kitchens require an alternative form of wall protection, still as durable, hygienic and maintenance free, Intastop's I-Genic range of sheet has proved itself time and time again as an alternative to tiling. Its smooth structure means there is no grout to deal with and its hygienic non-porous make up means that cleaning is easy and extremely effective.

## Minor details

It is only recently that technology has allowed us to create a care home environment where the building itself not only provides the protective infrastructure to ensure residents and staff are comfortable and safe but one that can also assist in the cognitive care of residents too. By providing stimulating hygienic wall murals and even down to non-slip grabrails, which are a product often overlooked when it comes to supporting individuals cognitive needs however, these combined and in conjunction with additional sensory tools and new building products can greatly support a resident's sense of independence and well being.

For further detailed information about the company and its product range, visit [www.intastop.com](http://www.intastop.com)

# Who dares wins



Community Integrated Care, one of Britain's biggest and most successful social care charities, has recently been awarded one of the most prestigious accolades in the charity sector; the Charity Times 'Charity of the Year'. This honour, which was awarded to the charity in October 2019, recognises its implementation of a groundbreaking strategy, which sees it invest to create a greater social impact, meets gaps in community provision, and champion the care sector in an era of austerity.

*"The charity needs to be the mavericks of the social care sector."*

The charity supports more than 3,500 people across the England and Scotland, who have learning disabilities, autism, mental health concerns and dementia. It has a rich thirty-one-year history, founded as one of the pioneers of the 'Care in the Community Agenda' supporting people to leave institutionalised settings, and employs more than 6,000 colleagues.

## We Dare

In May 2018, Community Integrated Care implemented a new five-year strategy, 'We Dare', representing the belief that the charity needs to be the mavericks of the social care sector, disrupting the status quo.

This new and exciting strategy aims to support organisational growth from its current £120m annual income to a £200m turnover within five years, enabling the charity to reach and change the lives of more people. This growth will deliver a greater surplus for Community Integrated Care - which will be directly re-invested into developing the highest quality care and support services, meeting unmet need in the community in an era of reduced public spending, and better rewarding its workforce. At a time when some care providers are needing to reduce their focus to their core operations, the charity is charting a bold, brave and ambitious path.

Within the first eighteen months of this new strategy the charity has already delivered, in the judges own words, "impressive results". It has invested more than £2million in technology, training and infrastructure, to enhance its services and employee experience. This is underpinned by a strategic focus on employee engagement, with the charity implementing a thriving Reward & Recognition programme for colleagues, including Little Acorns, an Employee of the







Month Scheme, seasonal awards such as Summer Stars and Christmas Crackers, and the return of Long Service Awards, with honours ranging from 1 years' service to 30 years.

The charity continues to innovate in the sector, and by developing pioneering partnerships with major sporting, cultural and community institutions nationwide it is championing equal access and opportunities for people with support needs. One key example is the ground-breaking Community Integrated Care Learning Disability Super League, where in partnership with Super League and the RFL, the charity has been successful in creating a world-first inclusive sports programme for people with support needs.

*“We are pioneering partnerships with major sporting, cultural and community institutions.”*

Mark Adams, CEO of Community Integrated Care, says: *“Winning this award recognises the impact that our charity delivers in enabling people to lead fuller, happier lives, in what is a time of genuine challenge for the social care sector. It also acknowledges the importance of the charity sector and social care providers like ours in standing up for what matters most in society and shaping inclusive communities, where everyone is valued.*

*Like all care providers, Community Integrated Care is constrained and challenged by the current political and economic climate. However, we think it is important that organisations like ours continue to innovate, act strategically and speak out, so we can sustain a sector that is the absolute backbone of our nation. Our strategic intent makes clear that we are committed to investing in our people, developing incredible projects and creating pioneering partnerships.*

*We are still in the early stages of this strategy and we know that there is much more to deliver in the years ahead. Community Integrated Care is absolutely motivated by the journey ahead and excited for what we, and our partners across the sector, can achieve in the future.”*



## Fiona Williams joins Prestige Nursing + Care as new Chief Operating Officer



**Prestige Nursing + Care has appointed Fiona Williams as its new Chief Operating Officer.**

As part of her role, Williams will be responsible for leading the operations of Prestige Nursing + Care.

Williams brings a wealth of operational experience in the health care industry, holding senior leadership positions for over a decade. She joins from Four Seasons Health Care, where she was Managing Director.

Commenting on her appointment, Fiona Williams, Chief Operating Officer at Prestige Nursing + Care, said: *"I'm thrilled to be joining Prestige Nursing + Care. The business' dedication to providing high quality care in the community which is highly person centred is something, which I am passionate about. I'm excited about working with the Prestige team to continue to innovate and provide the highest level of care to more people throughout the UK."*

Belinda Berkeley, Managing Director at Prestige Nursing + Care, added: *"We're delighted to welcome Fiona to the Prestige Nursing + Care team. As the business continues to grow, we need to ensure that we are continuously looking for ways to improve what we do. The appointment of Fiona will enhance our leadership team and highlights our commitment to developing the UK's leading specialist home care business."*

## Audley Group appoints Development Director



**Audley Group, the UK's leading provider of luxury retirement villages, has appointed Philip Rolfe as Development Director.**

In a new role for Audley, Philip will work alongside Construction Director Kevin Hudson to deliver the planned growth across Audley Group, at a pivotal moment for the company. Reporting to Managing Director Kevin Shaw, Philip will be key to the delivery of the business' future growth strategy. Philip has worked in partnership with Audley and their investment partner, Moorfield for many years and is very familiar with the brand, business model and development plans.

Philip joins from PMR Building Consultancy where he was Managing Director. With 29 years' experience in property, construction and development management, including 18 years as a Chartered Surveyor, Philip has an extensive track record across a wide variety of refurbishment and development projects. Prior to PMR Philip had senior roles at companies including Knight Frank, Watts Group and Jones Lang LaSalle.

Kevin Shaw, Managing Director Audley Group said: *"Philip joins at a truly critical time for our business as we look to both build on existing opportunities and create new strategic partnerships. Significant investor interest, notably our recent joint venture puts Audley on a fantastic footing to accelerate our growth and we need exceptional people to drive this forward. Philip's unrivalled knowledge of the property market and development management experience will be of tremendous value to us as build our offering in the later living*

## Eden Futures appoints Shelley Bloom as new Head of PR



**Eden Futures, a provider of supported living services for adults with learning disabilities, challenging behaviour, mental illness and autism, across the Midlands and the North of England, has appointed Shelley Bloom as its new head of human resources.**

With over 20 years of HR experience under her belt, Shelley has held senior roles within the profession across a wide range of sectors - including engineering, manufacturing, printing and now health and social care.

In her role at Eden Futures, Shelley will lead on all aspects of human resources and help to revolutionise the Eden Futures HR platform by ensuring that its people agenda is fully aligned to support its organisational strategy, vision and values.

Commenting on her appointment, Shelley said: *"I'm thrilled to be part of the team at Eden Futures. Health and social care play such vital roles in society and I'm excited to be taking on a new challenge and privileged to be in a position which will allow me to make a real difference to peoples' lives."*

CEO of Eden Futures, Dawn Berry, added: *"We welcome Shelley to our team. I have no doubt that she'll use her knowledge and expertise to help Eden Futures to continue to thrive."*

*"Our employees are at the heart of everything we do, so it is always brilliant to be able to work with talented professionals who can help us develop and improve our services across the country."*



# CQC guidance update – visiting rights in care homes



RIDOUTS

**Laura Paton**  
Associate Solicitor  
Ridouts

Providers and care staff should be aware that, in October 2019, CQC updated its guidance on visiting rights in care homes.

*“The new guidance clearly maps the CQC’s expectations of Providers’ approaches to visiting rights.”*

The Guidance provides answers to a number of the key and often tricky questions around visiting rights such as: what happens when a person lacks the mental capacity to decide who visits them? and; what can a care provider do if it thinks a visitor poses a risk to a resident’s safety? The guidance has also been updated to reflect the fact that Residents have consumer rights in relation to their care which are there to ensure they are treated fairly and protected if things go wrong and that these consumer rights apply to all residents whether that care is privately funded by them or not.

The underpinning theme of the guidance is that Providers and care staff should always remember that care homes are people’s homes and therefore the residents should be able to welcome visitors in the same way as they would have done before they moved into residential care.

The guidance reminds Providers that involvement of family and loved ones in care planning is an essential component of person-centred care. Therefore, engagement with families and loved ones and requests for feedback, both positive and negative, should be actively encouraged by Providers.

Providers that have pro-active systems in place to welcome and encourage visitors and those that engage with family and friends in relation to care planning and improvements are likely to achieve better outcomes when it comes to inspection, particularly in the effective, responsive and well-led domains. Family surveys should be regular and the responses should be analysed, acted upon and documented.

If complaints are raised by visitors, the updated guidance stresses that homes must follow CQC’s guidance that prevent those raising complaints from being discriminated against. The guidance states that *“People’s care and treatment must not be affected if they make a complaint, or if somebody complains on their behalf.”*

From a Provider perspective, the guidance makes clear that CQC expect to see that:

- **Where people do not have the capacity to make decisions about their care, treatment and support, their friends and family are involved, where appropriate.**
- **Staff are proactive, and make sure that people are able to keep relationships that matter to them, such as family, community and other social links.**
- **Concerns and complaints are always taken seriously, explored thoroughly and responded to in good time.**
- **People’s rights, including their consumer rights, are respected regardless of whether they pay all the costs of their care or whether some or all of the costs are paid for by their local authority, NHS or health and social care trust.**

The new guidance also clearly maps the CQC’s expectations of Providers’ approaches to visiting rights to the Health and Social Care Regulated Activities Regulations and makes it very clear to Providers that if they do not promote the visiting rights set out in the guidance then they could be at risk of being found to be in breach of a number of the Regulated Activities Regulations at inspection such as regulations 9, 10, 11, 13 and 16. In terms of CQC guidance on Inspections, a breach of a regulation will usually mean that the overall rating of a service cannot be better than Requires Improvement therefore it is important for providers to ensure that their processes and procedures in relation to visitors are up to date and comply with the regulations.

*“Providers that engage with family in relation to improvements are likely to achieve better inspection outcomes.”*

You can read CQC’s updated guidance on visiting rights in full on the CQC website here:

[https://www.cqc.org.uk/sites/default/files/20191017\\_visiting\\_rights\\_information\\_2019\\_update.pdf](https://www.cqc.org.uk/sites/default/files/20191017_visiting_rights_information_2019_update.pdf)

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