



Scottish Care
Voice of the independent care sector

Bulletin

Issue 77 Winter 2019





*Scottish Care wishes all
members and supporters
a very Merry Christmas
& a prosperous 2020*

Editorial...

By Dr Donald Macaskill, Chief Executive



I'm writing this in late November and the countdown to Christmas has already started. Lights in our cities, towns and villages have been lit; the John Lewis advert has been launched and the 'muzak' has already begun to fill every shop and store you enter.

I was recently asked what was distinctively Scottish about Christmas, and truth be told the answer is not a lot. The influence of Calvinism upon Scottish culture meant that it was commonplace up until as late as the 1930s for most people to be still working on Christmas Day.

But if you go back into the mists of time, the pre-Christian and Celtic influence on activities was quite strong. In the time of the Druids the key festival was the winter solstice. This celebrated the longest night of the year and signifies the depth of winter. We don't know exactly what our ancestors believed, but appeasing the Gods and hoping for the return of the sun would surely have been on their minds. The use of greenery like mistletoe beckoned in hope for a fertile season. But it is perhaps the use of light that stands out.

The Celts knew Christmas as Nollaig Beag – Little Christmas. They lit candles at Christmastime to light the way for any strangers. In Scotland the custom was known as Oidche Choinnle, or Night of Candles, which were placed in windows to guide the Holy Family on their way.

Light has been a universal and ageless symbol of renewal and rebirth in the midst of darkness. We light our towns, streets and trees in a shout of affirmation and colour in the face of the monochrome darkness of winter.

We certainly need light in what for the social care sector is a particularly dark period of time. A time when there is so much political and economic uncertainty; a time when care home

providers are struggling to get a decent fee for delivering quality care; when homecare and housing support organisations are still struggling with unethical and shamefully costed contracts and tenders. In the seasons of care delivery, it feels like there has never been such pressure on workforce, upon sustainability and survival. 2019-20 feels like a very dark winter for care.

But like those before us we have to light a candle to show us the way into the future; we have to shout out hope into the darkness; we have to tender and spark the light that remains into a strident flame.

And there is light out there. It is the light of the 100,000 care staff who despite weather and illness will be out giving care and sharing compassion right across Scotland. It is the light of presence and touch which sits alongside a resident or client as they enter the last few days and hours of life. It is the light of confidence and self-belief which is instilled by supportive care in those struggling with mental fatigue and depression. It is the light which all care grants and which thus nurtures belonging and creates community.

So this winter season despite all the challenges we face as organisations and workers in the care sector we will continue to argue for a just and rights-based treatment of our older vulnerable citizens; we will continue to call out shameful discrimination of treatment and assessment at the hand of local and national government; we will continue to shout out the glorious compassion and care which the independent care sector shows; we will continue to strive to do and be better.

So Scottish Care in all its work for you will continue to put a light of possibility in the window of our present to show a better tomorrow and we will continue to argue and advocate for a better way for all. To remain silent would be to allow the darkness to cover the light of care and that we cannot do.

May you and yours have a fantastic season and may we all continue to bring light and hope in all that we do in the work of care.

Dr Donald Macaskill, CEO, Scottish Care



@DrDMacaskill

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Notes from the National Director



Karen Hedge

I am pleased to be contributing to yet another jam-packed bulletin. This quarter announcing the winners of the 2019 National Care Home Awards. My congratulations and thanks to their dedication to care and support, and to those who took the time to recognise them in submitting a nomination.

Whilst on the one hand it continues to feel like ‘all-change’ under the banner of initiatives such as Adult Social Care Reform, the National Care Home Contract negotiations and National Procurement Framework for Care and Support, the continued embedding of integration, National Workforce Planning and so on. On the other, progress remains so slow that there is little to say on progress per se, but rather on the impact that the shifting sands have on stability.

In a recent conversation with one of our members, they described a business response to sustainability challenges would be to stop all change until you have identified and properly taken steps to mitigate the issues. Yet, they continued to describe, in our sector, the opposite is happening.

Everyone seems to want to make their mark at the same time - the Government from various policy angles, Scotland Excel, SSSC, the Care Inspectorate and so on. The only ones not interested in outlining clearly their solutions to social care seem to be politicians, although even some of them have had a go – I suggest you take a read of Scottish Care’s

submission to the Labour Party Manifesto regarding nationalising social care. It is available on our website.

On top of all this change, and ironically as the dark days switch to light, we are entering what can often be the most difficult time of the year for many of our providers. It is increasingly clear that whilst funding is part of the solution to recruitment and retention, it is by no means the only one. Issues such as in-work poverty and the white elephant that is universal credit, sickness due to stress and winter bugs which could be eased if only the free flu jab was extended to cover all of health and social care (all the more outrageous once you find out that policy makers such as those who work at Healthcare Improvement Scotland are eligible), and finally I will mention the unpredictable impact of the weather. One of my most absurd memories of working in social care was trying to cycle through heavy snow on an Aberdeen evening precariously topped and tailed by two lorries (don’t ask if I got paid for my travel time). Mind you, there was also the time I was stung by a wasp whilst out supporting someone with their shopping and my face swelled up... My point is that no matter what, we just keep going.

Perhaps it is tenacity. Tantamount to those who work in the sector and the value which they place in delivering care and support, perhaps it is the sectors ability to innovate and respond to change, or perhaps even it is the coming of the lighter nights. Somehow, just somehow we continue on.

On Home Care Celebration Day I said that “To deliver care is to care, and we should be proud of that”. So if you find yourself in those darker moments, dig deep and be proud of what you do because without you, the citizens of Scotland would not get the preventative and restorative rights-based care and support which they deserve. Thank you and a Merry Christmas to you all.

Karen Hedge,

National Director



Membership support update



Swaran Rakhra

Webinars

Scottish Care is delighted to inform you that every month we shall host short 30-minute webinar sessions for the membership. These can be in the comfort of your own work setting, and you only require a computer and speakers. A link will be sent out via the E-Bulletin and website and with a simple click you can join. Each session will be recorded and available on the members section of our website. Please see the following page for more details.

Conference update

We had a wonderful Care Home conference and awards evening on Friday 15th November and an occasion to celebrate the wonderful work undertaken by our sector, by YOU!

Scottish Care hosts 2 conferences and awards evenings a year, and the next one is Friday 22nd May 2020 for Care at Home and Housing Support. The date for the next Care Home event is to be confirmed.

Please put these dates into your diary as time can run away with us and suddenly it's conference time again. These are the only conferences of their kind in Scotland hosted by your membership organisation and it would be good to see you and your team there. They are planned around the needs of the social care sector and a way of finding out what's happening and letting the Cabinet Secretary and commissioning partners who attend, see the strength and unity of our sector.

Finally, if you believe that you provide an excellent service to your clients please consider putting

yourself forward for one of our prestigious awards as recognition for the wonderful work you undertake.

So PLAN to be with us, PUT this in your diary and finally ACT by joining us on the day.

Flu Vaccines

I have been conducting a short survey with regards to Flu Vaccinations for our membership staff.

Scottish Care believe that our staff are as important as those who work within the NHS and statutory sectors as it the journey of the person accessing care and support which is crucial in receiving the highest quality of care regardless of where they may live.

I am aware that last year the NHS were very concerned that many of their staff had not taken up the offer of free flu vaccinations, and that the social care sector has to either pay for their own jags or their employer pays.

It's interesting, as my short survey concluded that there are many NHS Boards who are see the value of our sector, and provide free vaccinations for our staff, however this is a mixed within Scotland.

It's a real shame we often don't (unlike NHS staff) get the offer of a free injection. I am sure that it would be cheaper inoculating our staff, to ensure they continue to provide care, not falling ill, and thus preventing those being cared for either getting the flu and/or ending up in acute care settings and extra pressure upon an already stretched winter NHS.

The saying "prevention is better than cure" comes into mind.

Swaran Rakhra

Membership Support Manager

@RakhraSwaran



Have you signed up to our new 'Members Section' on our refreshed website yet?

This new area is private to Scottish Care Members only and will allow access to member-specific information, along with a discussion board to post any questions etc. We encourage all Scottish Care Members to join. Please sign up by clicking the following link: <https://scottishcare.org/member-registration/>

Calling all Scottish Care members:

Don't forget to keep us informed if your organisation's contact details change

comms@scottishcare.org



Workforce Matters



Caroline Deane



There is so much happening in social care at present, a great deal of which is due to recent legislation, the Health and Care (Staffing) (Scotland) Act 2019. With any new legislation comes uncertainty for care providers as to the impact on their care services, organisations and workforce. Providers often feel they are not involved in the discussions that lead to change within their sector.

Scottish Care's role in representing the independent sector has never been at a more crucial time to ensure that the right messages are being delivered. This is so that the real-life day to day delivery of care services and the impacts on the workforce are being heard by those in Scottish Government and by the various policy makers for the sector.

There is still a great deal of confusion and uncertainty around the Health and Care (Staffing) (Scotland) Act 2019 that must be clarified so that providers can be confident in what information they are being asked to provide and how this will best serve their organisations and ultimately those who access their services. Care providers have so many existing pressures and expectations due to statutory and regulatory requirements, that to introduce more reporting and recording will be met rightly with trepidation. There must be assurances given around what the information will be used for and how this will improve their ability to deliver their services and ensure they have a workforce to meet those needs.

The independent sector has historically been used as a starting block for individuals coming into care with little or no experience and training. While we always

welcome and have a great need for new staff, it is extremely hard to watch as these well trained and well mentored staff are then lured away with offers of greater pay and better terms and conditions within the health and public sectors. At a time when recruiting staff is so challenging and the ability to reward them for their hard work is not always possible, any further system that may work against independent organisations will be difficult to handle. Scottish Care members will continue to support and promote their staff and ensure they are the most knowledgeable and qualified they can be, however with resources so tight there will come a crisis point that cannot be avoided.

In addition, within care at home and housing support, the way services are commissioned must be reviewed, as the possibility of predicting and planning an appropriate workforce will depend on the information that providers have access to. Within care at home, organisations have no way of knowing what services they will be asked to deliver, the complexities of needs involved and even the geographical area, so planning within that context will not be possible. Similarly, in care homes if there is no knowledge of future referrals it will be extremely difficult to plan and ensure that the required staff will be available.

This all leads back to previous discussions that have been raised following the work of the Fair Work convention and how we can accept such dramatic differences in the manner that the social care workforce is treated between sectors. Until there is greater equity among care providers no matter what sector they are working for and real collaboration

between independent, third, voluntary, public and health sectors, high quality of care delivery and positive outcomes for individuals does not look likely. We must work together to ensure we have the ability to provide care for all who require it.

In my previous role as a registered manager for a home care organization, the thought of planning my workforce and my ability to do this would be impossible. My experience was that referrals were haphazard, with social workers calling to ask if there was availability for a possible service. This availability would then depend on if there was capacity to add to an existing work run, and would depend on many factors including the time of the visits, the duration of the visits and the service users' needs and abilities. On the occasions that I contacted our local authority to advise that we had capacity to add new services to existing work runs, I do not believe there was a single occasion that I was offered a service within that area. This is an extremely challenging way to deliver care services and results in poorer outcomes for services users. When we try to accommodate care packages without prior knowledge and planning, this results in changes of times and staff for existing services users who are usually very happy with their current package of care. It also results in a great deal of instability for the workforce and contributes to the difficulty of independent providers retaining well trained and experienced care and support workers.

We are all aware that the number of individuals who will require care in the future is huge and that the

current style of care delivery cannot support this. We must therefore begin to talk realistically about how we ensure that safety and high-quality care provision for those that need it is available in the coming years. The need to integrate services and work collaboratively has never been greater and the benefits and assets of the independent sector must be recognised and utilised effectively, or the people of Scotland will be getting a huge disservice.

The independent sector innovates and continually delivers well beyond what is expected of them out of necessity, although the desire to continually improve services has always been present. There should be a great deal of gratitude for this, if not our current services would not be getting delivered in the manner and to the standard that they are. The quality of care provision should also be equal and not dependent on affordability of the individuals in question. We cannot have a care sector that does not deliver high quality care to vulnerable people as the base line for care delivery.

For more information about how we can help support workforce development and planning in YOUR organisation please contact:

Caroline Deane - Workforce Policy & Practice Lead

caroline.deane@scottishcare.org



@WorkforceMatte1

Opportunity for nurses to join the 'Short Life Working Group'

At the annual conference this year one of the Insight Sessions was on 'Transforming Nursing Roles within Care Homes' - one of the sub groups, chaired by Jacqui Neil (Scottish Care) and Derek Barron (Erskine) is looking at Nursing in Care Homes 'Role, Scope of Practice and Competencies'

The group is looking for an additional one or two nurses, to join the current nurses on the Short Life Working Group, to provide a frontline nursing perspective to the work. If you are interested in joining the group and can make two or three meetings in the Glasgow area over the next three/four months please contact Kim McGibbon (Kimberley.mcgibbon@gov.scot)

Rights Made Real in Care Homes



Verity Monaghan

With the end of 2019 fast approaching there has been a lot of developments in the world of Rights Made Real, with three projects coming to an end of their scheduled time. However, this does not mean that progress will not continue in making rights real. All of the projects have commented on the increased momentum in the last few weeks and the establishment of a learning community, where the projects are coming together to support and share learning has been of value. The aim going forward is to embed human rights in all areas of practice and spread learning throughout the organisation and beyond. Culture change is often hard to review however there have been positive outcomes thus far.

Anderson's care home has finished their project "Bringing communities and care together". This explored what life is like in Anderson's through a rights-based approach using music in the practical implementation, which supported people affected by dementia to tell their story. This supported their personhood and identity, allowed them to identify needs and aspirations, and explored opportunities to widen social interaction that extends to the wider community. The use of music has been used in the weeks, days and moments before a person has passed away and has been invaluable in creating lasting memories for the relatives and staff alike. Through the project's networking opportunities have meant that Anderson's formed links with the Dementia Inclusive Choir Network and they are currently in the initial stages of creating their own dementia inclusive choir and holding this in the local church hall. They have also held a community music medley and created a REMIX music tool which can be used as a guide for

support workers and volunteers to use music to guide interaction and develop connections. Please visit the website for more information.

<https://futurehealthandwellbeing.org/bringing-communities-and-care-together>

Laurels Lodge care home held a validation event on the 28th August, where members of the team and project team came together to evaluate and explore the progress of the project - which centered around taking a person-led approach to anticipatory care planning. The staff team were very apprehensive in general at the beginning of the project, not wanting to have conversations or unsure how to approach the topic. However, through workshops by Jill Will from Robert Gordon University and human rights workshops, the staff were able to explore and learn about how to have "caring conversations". This is a "My Home Life" tool which supports staff to become skilled in co-creating a person-led approach for those living with dementia. There have been a large amount of learning and positive outcomes that have arisen from this project – including increased staff confidence, strengthening of relationships between staff, residents and relatives and working in a rights-based manner to improve the care for those living with dementia up to the last moments of their lives and beyond. A toolbox has also been created to help guide and develop the different skills and tools that could be used throughout the process.

"I feel more comfortable discussing a residents final wishes and it doesn't seem so daunting."

"Care reviews are more relaxed and we can speak about ACP whenever they want to now."

In October 23-25th we also had our Rights Made Real Away Days which was a learning and collaboration event which brought the projects together. It was a great success and involved some mini workshops on communication from a human rights perspective by Dr Donald Macaskill. Furthermore, Anna Buchanan CEO of Life Changes Trust vitally reminded us all that human rights are in our hands and we have the influence in our everyday interactions to work in a rights-based manner and also to challenge practice or interactions that we do not believe to be meeting a

person's human rights.

Some insights from the learning event:

"Taking a human rights-based approach has given us a very different perspective on risk."

"Human rights are an important vehicle for communication"

"We have been finding new ways to approach thinking about the future (anticipatory care planning); more story-based; focused on the person & less on function/tick boxes - provides far richer information & more creative solutions"

"Regular focus groups give residents an opportunity for their thoughts and ideas to be turned into reality, they feel listened to and have control over the activities. We are trying to constantly adapt and change to suit residents."

If you would like any more details on the project you can contact myself verity.monaghan@scottishcare.org, follow the project on twitter @rightsrealscot or visit the website at www.scottishcare.org/rights-made-real

Verity Monaghan - Policy & Human Rights Project Worker

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 @RightsRealScot



Anderson's Community Medley - August 2019



Validation event for Laurels Lodge - 28th August 2019

RIGHTS 
 Made Real in Care Homes

National Care Home Conference & Exhibition 2019

15 November marked the day that over 450 delegates, exhibitors and contributors came together at the Hilton Hotel in Glasgow to discuss, debate, learn and network at the annual care home conference.



This year's event was titled *Essential care: the critical role of care homes* – through a range of creative, business-focused, practical and policy sessions, the conference focused on the significant role care home services play in ensuring individuals are able to remain connected to their communities and the criticality of their involvement in shaping Scotland's future health and social care system.

The event represented a positive celebration of the best of innovation, progressive practise and high-quality care in the care home sector. However it also came with a strong and important message, delivered by CEO Dr Donald Macaskill:

"A Scotland that invests in its people invests in care."

"The care sector is a people sector. It is also a sector that contributes massively to the Scottish economy - more than Agriculture, forestry and fishing and many other sectors."

"So why is it that we have so little focus on the need to invest in and grow the care sector? Why does it feel like businesses that care - that employ thousands of people, that are economic engines and care centres at the heart of our villages and towns - continually feel as if they are having to beg new resource, scrimp and save and be apologetic for asking for more?"

"We need to get serious. We either want a world leading care sector with the best possible rights-based care or we want just enough, the sufficient, the it'll just have to do approach."

"If we are serious about being a country that cares, then let's grow the sector, let's invest time, energy and resource in being the best; let's change the record from it costing too much to contributing so much; let's invest to ensure survival and sustainability, growth and cutting edge innovation; let's invest in care by creating a special economic task force to make social care an economic priority."

"Let's get serious about care or let's finally stop pretending that we care - and be honest with those who are our most vulnerable and needy."

The conference and exhibition was again kindly sponsored by Clydesdale and Yorkshire Bank: an important supporter of the care home sector. Derek Breingan, Head of Health & Social Care, told the conference:

"Never has the role of care homes been more crucial for our ageing population with the rise in longevity and increasing ability to live with complex medical and physical conditions. The diversity of the Scottish demographics and the geography of our country also add an element of challenge."

"As strong supporters of the sector Clydesdale Bank is delighted to be working with Scottish Care to contribute to ensuring that care homes remain integral to the future of health and wellbeing for our society and also will provide a stable and rewarding workplace for those dedicated to delivering quality care."

Thanks to all our exhibitors, sponsors, contributors and delegates who made the day such a success.

Here is a selection of conference highlights. You can also access contributor presentations on the Scottish Care website.

Our Honorary President and Conference Chair, Professor Alan Baird, sat down with Cabinet Secretary for Health & Sport, Jeane Freeman MSP, to interview her on her social care and care home priorities:

“I don’t underestimate the critical role everyone plays in our care homes every hour of every day. Recruitment challenges have undoubtedly been exacerbated by the uncertainty around Brexit. We know we are losing vital colleagues and we are not seeing new ones come to replace them. That matters and, in my opinion, diminishes the richness of what we are able to do and offer. At the same time demand for social care is rising and the complexity of that care is increasing. Much work has gone into the development of a national adult social care recruitment campaign, due to launch early next year. Scottish Care has been involved in the development of this work and the campaign is intended to promote social care as a meaningful, valued and rewarding career choice.”



We were delighted to have Professor George Crooks, CEO of the Digital Health and Care Institute, deliver a keynote. During this, he highlighted the need to identify opportunities to further develop technological advances in the health and social care sector:



“We have an ageing society. And since the credit crunch we have less money to spend on innovation. But we need new technology and developments in the health and social care sector. All residents and service users have a long list of conditions. It’s not about the fact that people are living longer – we are – but it’s about how to live longer and healthier.”

Dr Tara French from the Innovation School at the Glasgow School of Art shared an inspiring message about how we need to move beyond seeing care homes as buildings (as Google images suggests!) and more of places of life:

“We have to think radically and work towards transformation if we are to have a sustainable sector. Other than funding and recruitment, the biggest challenge we still face is perception. How do we shift this so that care homes are seen as a destination, not a last resort? Let’s start sharing the care home truth.”



Delegates were treated to a performance by the Every Voice Choir, part of the Dementia Inclusive Choirs Network launched by Luminare, funded by Life Changes Trust and the Baring Foundation.

Peter MacLeod, CEO of the Care Inspectorate, talked to delegates about self-evaluation and the Care Inspectorate's new business model:

"I think we are in a business of dreams and hope. There's aspiration towards common purpose and we look towards positive outcomes like high quality care, human rights and diversity. That's our aspiration for care."



Our CEO, Dr Donald Macaskill, spoke powerfully about the reality of care homes and the need of humanity:

"We have to create an image of the care home sector which is real. It is very different from 15 years ago. But what the media and people say about care homes is outdated. We use language that demeans care homes. Instead, they are places where people live glorious lives."

In a panel session chaired by Professor Alan Baird and led by audience questions, sector leaders discussed the financial sustainability of the care home sector.

John Wood, Chief Officer for Health & Social Care at COSLA: *"We want to invest in health and social care but there are financial constraints. I hope you can see the benefit that the National Care Home Contract brings in this time of uncertainty."*



Derek Breingan, Head of Health & Social Care at Clydesdale & Yorkshire Bank: *"The National Care Home Contract is a positive piece of legislation in stability and sustainability. The level of funding is the challenge as staff costs, amongst other things, is rising. There needs to be more public funding."*

CEO Donald Macaskill: *"There is not a one size fits all model, we need a more flexible approach. We cannot allow these negotiations to drag on – providers in some parts of the country are on their knees."*

At the Care Home Conference, the CARE badge - a unifying symbol of pride and quality in care - was launched.



Under the slogan "It's the small things that bring people together", the CARE badge aims to highlight and respect nearly 1 million people delivering care in Scotland every day. This is made up of over

200,000 social care workers, accounting for 7.7% of all employment in Scotland. Unpaid carers are estimated to be 788,000, which is 14.5% of the Scottish population.

Dr Donald Macaskill stated:

"I am delighted to be involved in the launch of the Care Badge in Scotland. The work of care is one of the most rewarding, invigorating yet at the same time challenging jobs in Scottish society. We owe an immeasurable debt of gratitude to the thousands

of women and men, both paid and unpaid carers, who every day make a difference to the lives of others. They are the soul of our nation and show us our communities at their best. I hope we will see thousands of these badges being worn in villages, towns and communities across Scotland so that we can celebrate care. This is all about making care visible. The valuing of the work of care is a mirror of a nation that cares."

Duncan Campbell from EveryLife Technologies, who launched the CARE badge at Conference said:

"It's time to raise the public profile of this crucial service and the appreciation of those providing care. So we've launched the CARE badge campaign in Scotland as a unifying symbol of pride and quality in care."

In the UK as whole, there are over 2 million social care workers and 7 million more unpaid carers in the UK today. With each carer supporting at least one person, **over a quarter of the UK population** is either

providing or receiving care outside of hospital every day.

The daily impact of care is even greater, given the significant number of family members of those working in or receiving care, as well as the suppliers and employees that assist the sector. Carers deliver this high-quality support each day, no matter if it's a holiday for others or if the weather is adverse and travel is difficult. Unfortunately, they often do so without the public interest and support that other professionals reasonably enjoy.

The CARE badge CIC is administered and managed for free by everyLIFE Technologies who also donated the first 20,000 badges. To date, over 87,000 badges have been distributed. All profits from the sale of CARE badges are given to care related charities, suggested by care workers and carers and overseen by a CARE badge CIC charity committee.

You can purchase CARE badges at: www.thecarebadge.org

New Scottish Care report

The Care Home Conference saw the publication of a new Scottish Care report, entitled 'Essential Care' in line with the conference theme. The report is set out as a series of policy statements related to the Scottish Government's 'Programme for Government'. It outlines how and why the contribution of care homes is intrinsic to achieving positive wellbeing within the wider population and country.

The report details the role that care homes play in contributing to Scottish society and citizen wellbeing, in areas such as ethical technology, upholding human rights and tackling social isolation and loneliness.

It highlights that social care is the eighth largest employment sector in Scotland, with nearly 54,000 individuals working in care home services.

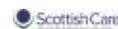
With over 1,100 care homes supporting over 33,000 older people in communities across Scotland, the report outlines the ways in which care homes:

- give people back a sense of community and connectedness where this has often been lost through isolation and ill health;
- prioritise the respect and dignity of all residents in

- their practice;
- provide companionship as well as complex health and social care support to individuals with a wide range of conditions;
- challenge perceptions of what older people can offer and achieve.

It is hoped that the report will be useful to members, partners and funders in demonstrating why care homes need to be valued now and into the future.

You can download the report on the Scottish Care website or request a copy from the Scottish Care office.



ESSENTIAL CARE

THE CRITICAL ROLE OF CARE HOMES IN SCOTLAND'S FUTURE
NOVEMBER 2019

Awards Winners & Finalists



Ancillary and Support Staff Award

Winner: Jackie Kennedy - Erskine Park Home

Finalists: Christine Massie - Fordmill Nursing Home & Anne Hughes - Morningside Care Home

Pictured: Winner and Finalists with Michelle McManus and Elaine Rankin - Strategic Thinking (Award Sponsor)

Nutrition and Eating Well Award

Winner: Marie Hunter - Thorntoun Estate Nursing Home

Finalists: Iain Young - Murrayside Care Home & Lizzy McNielage - Rumbling Bridge Care Home

Pictured: Winner and Finalists with Michelle McManus and Sakib Rafiq - The Nursing Partnership (Award Sponsor)



Meaningful Activity Award

Winner: Activity Team - Charnwood Lodge Care Home

Finalists: Sheila Baxter - Beech Manor Care Home & Erskine Care Team - Erskine Park Home/The Erskine Home

Pictured: Winner and Finalists with Michelle McManus and Andrew Coventry - Lyreco (Award Sponsor)



Training, Learning and Staff Development Award

Winner: Activity Team - Bandrum Management Team - Bandrum Nursing Home

Finalists: Lynn Hewetson - Erskine Park Home & Margaret Campbell - Blar Buidhe Care Home

Pictured: Winner and Finalists with Michelle McManus and Ann Bain - Vision Care at Home (Award Sponsor)





Emerging Talent Award

Winner: Ben Haddow - Balhousie Luncarty

Finalists: Ross Milne - The Birches & Anthony Mangonon - Berelands House Nursing Home

Pictured: Winner and Finalists with Michelle McManus and Gerry Hennessey - Meallmore Ltd. (Award Sponsor)

Management and Leadership Award

Winner: Yvonne Manson - Balhousie Care Group

Finalists: Kirsty Faulds - Kyle Court & Teresa Mangonon - Berelands House Care Home

Pictured: Winner and Finalists with Michelle McManus and Alex Wilson - Four Seasons Health Care (Award Sponsor)



Palliative and End of Life Care Practise Award

Winner: Eric Cordiner - Four Hills Care Home

Finalists: Greencross Care Home & Precious Time Project Team - Antonine House Care Home

Pictured: Winner and Finalists with Michelle McManus and Alan Baird - Scottish Care (Award Sponsor)



Nurse of the Year Award

Winner: Jenny Coutts - Tor-Na-Dee Care Home

Finalists: Linda Mason - Laurels Lodge Care Home & Moira Craig - Hatton Lea

Pictured: Winner and Finalists with Michelle McManus and Salma Iqbal - Boots Care Services (Award Sponsor)





Carer of the Year Award

Winner: Lavinia Tanu - Balhousie Pitlochry

Finalists: Rosie Martinez - Jenny's Well Care Home & Vicky Purves - Murray House, Queens House Care Home

Pictured: Winner and Finalists with Michelle McManus and Justin Hutchens - HC-One (Award Sponsor)

Specialist Service/Unit of the Year Award

Winner: The Oaks Care Home

Finalists: Meadowview Unit - Bandrum Nursing Home & Jenny's Well Care Home

Pictured: Winner and Finalists with Michelle McManus and Fiona Fagan - Barchester Healthcare (Award Sponsor)



Care Home Service of the Year Award

Winner: Queens House (Kelso) Ltd.

Finalists: Morningside Care Home & Abbeyfield Ballachulish

Pictured: Winner and Finalists with Michelle McManus and Linda Meston - Simply Care Group (UK) Limited (Award Sponsor)



Positive Impact Award

Winner: Pat Gibson - Braeside House

Finalists: McLelland Unit - Douglas View & Diana Moles - Bandrum Nursing Home

Pictured: Winner and Finalists with Michelle McManus and Max Oerton - Compass Associates Ltd. (Award Sponsor)



Special Awards

Outstanding Achievement Award

This year's Outstanding Achievement Award goes to Jane Williams, who was a resident at Florence House Care Home. Jane was a strong role model, who fought through different illnesses, but never let it dictate her life.

Jane lived with the neurological condition Huntington's Disease, and was the carer for her father for many years, until he passed away with the same condition. She was always proactive about her condition and used the motto "I am Jane NOT Huntington's". She was supported by Turning Point Scotland to campaign for Huntington's Disease, doing a skydive to raise money and creating a YouTube video which documented how she lived with the condition.

Staff at Florence House loved Jane's wicked sense of humour and found her inspirational. Since entering Floreence House, Jane was diagnosed with B-Cell Lymphoma, but she always remained positive and



told everyone not to feel sorry for her. Sadly, since being nominated for this award, Jane passed away. However her passing was comfortable and she told staff that she felt safe in Florence House.

Jane is a truly deserving recipient of the Outstanding Achievement Award and we were delighted to present this award to Jane's daughter, Lorraine, pictured above with Michelle McManus, staff members from Florence House and Tom Speirs, Addleshaw Goddard (Awards Sponsor).

Special Recognition Award

The Special Recognition Award is given to individuals who have worked across the social care sector in any capacity but have, through their work, made a significant contribution to the advancement and betterment of the care and support of older people especially through leadership and involvement in the care home sector.

This year's recipient is Robert Kilgour of Renaissance Care. Robert has dedicated his career to the development of the independent care sector across Scotland, including the founding of key care organisations. This year also marks the 30th year anniversary of Robert's career in the social care sector - huge congratulations to Robert.

Robert is pictured right with Michelle McManus and Senga Currie, QCS (Awards Sponsor).



Information Commissioners Office

A member was in touch with Scottish Care about a letter they received from the Information Commissioners Office (ICO) with regards payment of a data protection fee. As stated on the letter If you hold personal information (including names and addresses) on any electronic device, you probably need to pay. Members of Scottish Care should be aware that letters are being sent out to all care providers whether in the NHS or Social Care and many other sectors regards this.

Scottish Care have collated some information below which is available on the Information Commissioners Office (ICO) website: <https://ico.org.uk>

On 25 May 2018, the Data Protection (Charges and Information) Regulations 2018 (the 2018 Regulations) came into force, changing the way we fund our data protection work.

Under the 2018 Regulations, organisations that determine the purpose for which personal data is processed (controllers) must pay a data protection fee unless they are exempt.

The new data protection fee replaces the requirement to 'notify' (or register), which was in the Data Protection Act 1998 (the 1998 Act).

Although the 2018 Regulations come into effect on 25 May 2018, this doesn't mean everyone now has to pay the new fee. Controllers who have a current registration (or notification) under the 1998 Act do not have to pay the new fee until that registration has expired.

If you hold personal information (including names and addresses) on any electronic device, you probably need to pay. More information is available on: <https://ico.org.uk>

Members of Scottish Care should be aware that letters are being sent out to all care providers whether in the NHS or Social Care and many other sectors regards this.

If you are unsure in whether you require paying a fee there is a helpful self-assessment tool which may

help and also a helpline number, you can call the ICO: 0303 123 1113

There are three different tiers of fee and controllers are expected to pay between £40 and £2,900. The fees are set by Parliament to reflect what it believes is appropriate based on the risks posed by the processing of personal data by controllers.

The tier you fall into depends on:

- how many members of staff you have;
- your annual turnover;
- whether you are a public authority;
- whether you are a charity; or
- whether you are a small occupational pension scheme.
- Not all controllers must pay a fee. Many can rely on an exemption.

Tier 1 – Micro Organisations

You have a maximum turnover of £632,000 for your financial year or no more than 10 members of staff. The fee for Tier 1 is £40.

Tier 2 – Small and Medium Organisations

You have a maximum turnover of £36 million for your financial year or no more than 250 members of staff. The fee for Tier 2 is £60.

Tier 3 – Large Organisations

If you do not meet the criteria for Tier 1 or Tier 2, you have to pay the Tier 3 fee of £2,900. We regard all controllers as eligible to pay a fee in tier 3 unless and until they tell us otherwise.

Working out your data protection fee

Calculating members of staff

For the purpose of working out the fee, 'members of staff' is defined broadly to include all your employees, workers, office holders and partners. Your number of members of staff is the average number working for you during your financial year. Each part-time staff member is counted as one member of staff.

HOME CARE DAY 2019



This year's Home Care Celebration Day took place on Wednesday 4 December 2019. This was a largely online event which was jointly hosted by Scottish Care and UKHCA. This event celebrated the life, achievements and work of those who access and those employed in care at home and housing support services.

We encouraged individuals, providers and partner organisation to share good news stories throughout the day.

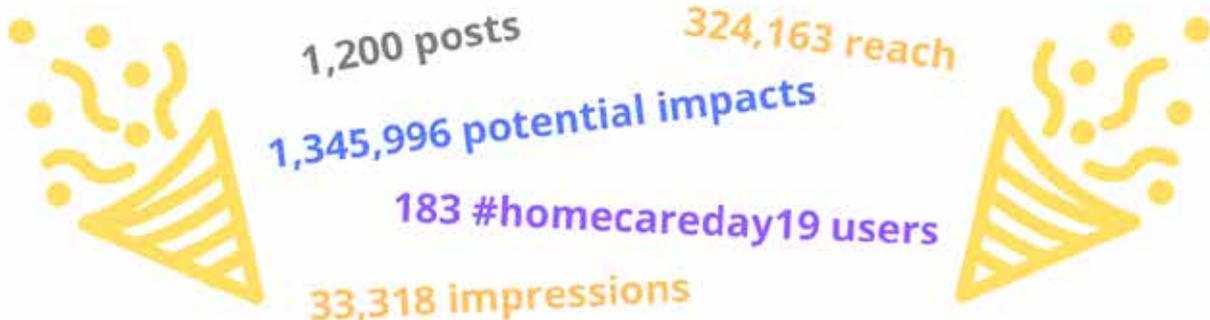
Catch up on all the action on Twitter via the hashtag #homecareday19

THEMES

- 8 am - 10 am: Defining home care
- 10 am - 12 pm: Home care heroes
- 12 pm - 2 pm: Real people, real lives
- 2 pm - 4 pm: Changing times
- 4 pm - 6 pm: The future of home care



#homecareday19
 trending no. 1 on
 Twitter in
 Glasgow/Scotland and
 no. 21 in UK



Thank you to everyone who participated and supported us on #homecareday19!

Employee financial wellbeing



Providing unpaid care to a family member can have a number of implications for the carer in terms of personal health and financial wellbeing. This can include disruption to working shifts and home life, as well as reductions in income and savings, leading to personal financial hardship.

A recent survey* from international law firm CMS revealed that 35% of people over 38 and currently working feel they could manage care without a significant impact on their lifestyle or finances. This group, referred to as 'Generation X', fared better than their younger counterparts. A smaller proportion of the 'Millennial' and 'Generation Z' cohorts surveyed said they could manage without impact, at 21%. These groups were also more likely to identify adverse consequences in taking on care, which could result in them having to draw on their own savings (22%), experience personal financial hardship (22%) as well as take on debt (18%).

All of these concerns suggest a lower degree of financial resilience among this age group. The fact that one in five of this group (21%) also highlight that providing care for elderly relatives would likely result in them having to move from full-time to part-time employment would only make the issue worse.

They may not be able to accumulate savings, but also, at a more basic level, ensure they can afford day-to-day living costs. With our ageing population, family and friends across a more diverse range of age groups are increasingly more likely to need to step into the breach. Today, more than three million working people



juggle work with care and one in five people give up work all together to care.

Given this rising trend, it's important that employers are aware of the negative impact that caring for family members could have on the financial wellbeing of their staff, including younger employees, who take on this added responsibility, either by choice or by acute need.

At Clydesdale and Yorkshire Bank, our Employee Financial Well-being service can help employers to provide support to those people who simply do not have the time, access or perhaps the confidence to speak to someone about financial concerns. Our own research found that:

- 1 in 4 UK employees say that money worries affect their productivity at work
- 30% are making uninformed financial decisions about their spending and savings
- 58% would value employer facilitated support to help their financial well-being
- 89% of employers agree that financial concerns have impacted employee performance

We all agree that staff in the social care sector are much needed and also a scarce and valuable resource, but in doing so it is also important to consider ways of ensuring that employee financial wellbeing is recognised and addressed.

For more information, employers should contact Laura Dalglish at laura.dalglish@cybg.com

**CMS Cameron McKenna Nabarro Olswang LLP – Our Future Financial Lives – The intergenerational impact of an ageing population.*

Support health & care practitioners with continuing professional development



Effective Practitioner is a national initiative for Nurses, Midwives and Allied Health Professionals working in a variety of care settings across Scotland. The resource aims to support self-assessment of learning and development needs and help plan their continuing professional development.

The resource emphasises the critical role that health and care practitioners play in day-to-day practice and focuses on ways in which they can develop personally and professionally and continually improve the experience of those who use our services.

The website encompasses work-based learning and development activities, resources and links designed to make it easier for staff to keep up-to-date. It aims to connect practitioners with national initiatives, allow collection of evidence for personal development reviews and professional revalidation, and create meaningful Personal Development Plans (PDP). It also provides guidance for managers and educators on ways to support the development of others.

Key features of the website include:

- Content focussed around the four pillars of practice (Clinical Practice, Facilitation of Learning, Evi-

dence, Research and Development and Leadership)

- A range of work-based learning activities
- Tools to support development, effective reflection and collection of evidence for professional revalidation and personal development review
- Signposts to resources, policies, strategies and funding opportunities to support individuals and teams
- Sharing practice through examples of Effective Practitioner in practice and voices of stakeholders featured in the audio and video podcast library

There's no right or wrong way to use the website and its resources. It has been designed for staff to dip in and out of whenever they want to consider their learning. It's about helping staff to make the most out of their learning as they work and to recognise and value the learning that they undertake.

Visit Effective Practitioner website at www.effectivepractitioner.scot.nhs.uk and see first hand how it can help you and your staff with their continuing professional development.

If you have any queries or would like to talk to a member of the team at NHS Education for Scotland please contact ep@nes.scot.nhs.uk

Your Duty to Refer

Disclosure SCOTLAND

With Christmas upon us, the last thing on our minds is 'am I safe?', 'is my family safe?' All of us should go through our lives without feeling we or our families could be in a harmful situation. Every year, thousands of people spend the winter months in hospitals and residential units across the country. It's imperative we continue talking about safeguarding, and why it is so important to refer individuals to Disclosure Scotland for harmful behaviour.

Harm can take many forms. There is the obvious physical harm, but there can also be psychological and financial harm. There's also types not readily thought of as harm, such as inappropriate sexual conduct and inappropriate medical conduct.

What do these mean? Psychological harm could be shouting abuse at a patient in a hospital, to the point the individual sits in fear of repercussions or worse, in fear of their life. Financial harm can range from taking money from a care home resident to a service user becoming financially dependent on a care worker, or a worker taking a cigarette set aside for a resident. It's not always straightforward, which is why Disclosure Scotland treats each referral individually.

It's worth noting placing a child or protected adult at risk of harm also meets a referral ground, as this is still a dangerous behaviour.

Referral guidelines are set out in law, under section three of the Protection of Vulnerable Groups Act 2007. Under these guidelines, two sets of grounds have to be met in order for an employer's duty to arise. The individual must have caused some form of

harm to a child or protected adult. The employer, after completing an investigation, must make the decision to permanently remove the individual from regulated work. Should the individual have left the organisation before the investigation is complete, if the outcome would have been dismissal or permanent removal, then the employer's duty would still arise.

Once the grounds are met, the organisation has the duty to refer the individual to Disclosure Scotland within three months of that duty arising. Even if the Police or regulator is involved. Failure to do so is a criminal offence.

When making a referral, organisations should provide all relevant information they hold. A standard form is available from <http://bit.ly/DSreferralform>. It's not mandatory to use this form, but can make the process more straightforward for organisations. The individual concerned will also have the opportunity to provide representations.

If you have any questions on duty to refer please call Jillian Cole, Disclosure Scotland Customer Engagement Manager, on 0141 314 3069.

Disclosure Scotland offer free training for Countersignatories and HR professionals involved in the disciplinary process. If you would like to attend one of Disclosure Scotland's courses, please book your place through http://bit.ly/ds-training_or_email_dsworkshop@disclosurescotland.gov.scot. You can also keep up to date with what's going on in Disclosure Scotland by signing up for their quarterly e-bulletin through bit.ly/disclosure-news.



Strategic Thinking

YOUR PLATFORM TO SUCCESS

*"DON'T BE RUBBER DUCKED!"
- BE COMPLIANT!*

We would like to thank all those delegates who took the time to come and meet us during the day to "hook a duck" and enjoy the ice cream with our "purple sprinkles"! We had a fantastic day and it was a pleasure to meet so many existing customers and those of you who are looking to implement our system in the new year.

Once again Scottish Care put on a fantastic event both during the conference and the Awards ceremony at night. We would like to take this opportunity to congratulate all the

nominees and winners on the night, Jackie Kennedy, Erskine Park Home, who won the ancillary and support staff award sponsored by Strategic Thinking & presented by our Managing Director, Elaine Rankin.



We would also like to congratulate, Robert Kilgour of Renaissance Care for his contribution over the years to the Care Sector & on receiving the "Special Recognition" award.

We continue to "help hundreds and thousands" of staff, managers and owners drive up compliance and standards across the care sector. So please remember "Don't be rubber ducked" and call us on **0333 577 3383** or email us at **info@strategicthinking.online** for your free consultation today. For those of you who didn't attend the conference please find money off vouchers for our Onsite training sessions.



An update from the Chief Executive of Care Inspectorate



Peter Macleod - Chief Executive, Care Inspectorate

During 2019, I was grateful for the opportunity to speak at both the Care at Home and the national Care Home conferences. I found it very helpful to speak to many of you and to learn about the excellent work and care you are delivering across the country. The Care Inspectorate's new corporate plan sets out how we will support your work, in line with our vision and priorities for the next few years, including our new business model and the importance we place on self-evaluation. Our vision for world-class social care and social work in Scotland is based on rights and driven by values and every person, in every community, should expect to experience high-quality care and support. The corporate plan highlights this and how, over the next few years, we will continue to transform our approach to scrutiny, assurance and improvement support.

I believe we should all strive for world class care and I am committed to supporting you to achieve this, to help develop talent in our workforce and to nurture and support future leaders. In 2020, I would like us to share even more good practice and to drive improvement and innovation in care. It is important for us to build on our successful collaborative and partnership working and I will continue to advocate this. I invite you to work with us and to consider new, bold approaches and innovation in thinking and practice, so we can achieve a common, shared vision for the quality of care we all



want to see for people in Scotland.

Our three strategic outcomes are for **people to experience high quality care**, for **people to experience positive outcomes** and for **people's rights to be respected**. As part of this, we will maintain a focus on personal outcomes and the things that matter most to people. Through the work that we do, we will continue to support the integration of health and social care and, through collaboration with Scottish Care and others, we will strengthen our work with you to improve outcomes for people who experience care.

We know that most people in Scotland will experience health and social care services at some stage in their lives. I truly believe that everyone has the right to experience high-quality care that meets their needs, in context to the Health and Social Care Standards, and it has been important priority to ensure the corporate plan reflects this. In the plan, you will see our new business model emphasises that people who experience care are at the heart of what we do, through our work around intelligence and self-evaluation. The Care Inspectorate has a duty to provide assurance and protection for the people of Scotland and, working with providers and partners, we will continue to deliver this.

Our organisation remains flexible and adaptive to the changing social care and wider policy environment around us. This plan allows us to do this and to develop new and different ways of working with others in order to carry out our duties of protecting people from harm,

providing assurance and supporting improvement. The outcomes support our vision and values and positively promote equality, improved health and wellbeing and social justice for all. I hope you will familiarise yourself with the plan and I acknowledge your commitment to working together on a shared common purpose, to improve quality of care and outcomes for people who experience care across Scotland.

New approaches to scrutiny and self-evaluation

We continue to develop our new Quality Frameworks, which are at their core a self-evaluation tool that is experience-led and aligned to the Standards. I want to make sure that our inspections and other scrutiny work are strongly focused on the extent to which people experience wellbeing and on understanding the difference care and support makes to their lives.

Earlier in 2019, we launched a new quality framework for Care Homes for Adults, which will be used by our inspectors when carrying out scrutiny and improvement work. Also, we continue to roll out a revised inspection methodology for inspecting care and support.

We have been developing a joint Housing Support and Care at Home quality framework, which will be developed through consultation over the next few months. This is similar to the approach we took for developing the framework for Care Homes for Older People and with your involvement and participation. I would invite you to continue to engage with us, so we can all ensure the rights-based approach of the frameworks is at the heart of what we do.

Our scrutiny and improvement support work, coupled with our data and intelligence, shows that the vast majority of care services continue to perform well and, in most cases, continue to improve. There are some excellent examples of care which is designed to meet people's individual needs and choices and enable them to live as independently as possible. However, where the quality of care does not meet the standards that we would expect, our inspectors will work with providers and others to take the necessary action.

Why self-evaluation is important

Self-evaluation is central to continuous improvement. It enables care settings to reflect on what they are doing so they can get to know what they do well

and identify what they need to do better. Irrespective of our role as the national scrutiny, assurance and improvement support body, you will want to satisfy yourself that you are providing high quality services. I believe our quality frameworks are a helpful way of supporting care and support services to assess their performance against our expectations of outcomes for people, outwith an inspection and as part your own quality assurance. We are promoting this approach as we believe it adds value and we consider it important that care and support providers do not take actions merely to satisfy the inspection process.

We are working with care services and sector-wide bodies to build the capacity for self-evaluation. Self-evaluation is a core part of assuring quality and supporting improvement. The process of self-evaluation, as part of a wider quality assurance approach, requires a cycle of activity based round answering three questions: i. How are we doing? ii. How do we know? iii. What are we going to do now?

We are now building on the work from our first Improvement Strategy, as we continue to embed the Health and Social Care Standards and the dynamic process of self-evaluation that leads to a culture of continuous improvement. We recently published our refreshed Improvement Strategy (2019-2022), which supports our new Corporate Plan (2019-2022) and contributes to realising our vision and common purpose of world-class care for everyone in Scotland.

Review of Quality Framework for Care Homes for Older People

The Care Inspectorate introduced the quality framework for Care Homes for Older People in July 2018 with a commitment to review the initial 12-month period. This process started at the end of September and an action plan sets out what the review will consider:

- A data and intelligence review
- Changes in outcomes for people experiencing care
- Service feedback from its first year of implementation

We are working in collaboration with Scottish Care, and others, on this review, to help ensure we get a range of views and feedback from you and your experience of using the quality framework; this involves a survey, as well small focus groups and our own internal review.

We will consider things such as whether the inspection process takes more or less time and if there has been any impact on outcomes. This work will be completed in the New Year so that we can take any learnings and put these in place for April 2020 onwards.

The survey will not just focus on the inspection methodology for Care Homes for Older People. Even though these were introduced less than a year ago, we will also use the survey to assess stakeholders' views on the introduction this year, of the new quality frameworks for Care Homes for Adults. This will help us ask similar questions but also to test more specific considerations, for example, rather than having two separate frameworks, could a single, combined framework for Care Homes for Older People and Care Homes for Adults be just as, if not more, effective? This is an opportunity for us to ask such questions with a view to making improvements and efficiencies in our collective work.

Finally, let us remember that compassion in what we do is so very important. Compassion can mean different things to different people; some people would call it kindness, others love, but no matter what you call it, compassion is really important so we can respond to the needs and wishes of the people we work with. There is sometimes a perception that we discourage talk of compassion, when in fact, it is at the heart of delivering high quality person-centred services. The Standards help us to consider the quality of service people should expect. By continuing to work together, I truly believe that we can all make an important contribution to help reduce health and social inequalities. We have been working with various partners to consider compassionate care and have developed a new resource on this.

May I take this opportunity to wish you all the best for 2020.

New 'Registered by the Care Inspectorate' logo

The Care Inspectorate has launched a new widget – an interactive digital logo – that care services can use for free on their websites to show visitors they are Care Inspectorate registered. The widget can be displayed on any website and every service has its own unique coding behind the widget, linked directly to its service information on the Care Inspectorate website.

The Care Inspectorate believes the widget benefits both the care services that display it and website visitors who are looking to choose care or find out about it. Care service providers in Scotland have long sought an official marque of registration and the widget delivers this. People looking at care options or already experiencing care can be reassured when they see at a glance that the service they are interested in is registered.

Released to services on 20 November, a quarter of Scotland's 12,825 registered care services have already installed the widget on their websites. The Care Inspectorate predicts uptake will continue to be

rapid and that the vast majority of services will soon have adopted the widget.

Simple to install

The widget was developed by the Care Inspectorate's external communications team and they were adamant that it should be simple and quick to install, with no forms to fill in or applications to make. As a result, it takes just a few clicks and a copy and paste action to install the widget on a website.

If you want to show your website visitors that you are registered, ask your website administrator to download the widget for free and display it on your website.

There is more information and a set of simple instructions available in the professional's area of the Care Inspectorate website. Just visit careinspectorate.com or Google 'Care Inspectorate widget'.

Care Inspectorate Registered Widget

We've developed the official Care Inspectorate Registered Widget to allow you to showcase our logo on your website. This will allow visitors to see you are registered with an official inspection body giving them confidence in their choice of care provider.

Select the options below that will work well with your website to help with colour, size and placement. Copy the code and paste it into the relevant part of your site.

Background Colour:

Light Background Dark background

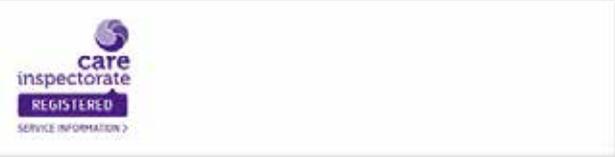
Version:

Default Horizontal Mini

Embed Code:

```
<iframe src="https://www.careinspectorate.com/csl/widgets/A/031/1B431TU4L1E/K1N2001Ae37eT0N2SDVPP1 UN3Dv/" width="120" height="120" align="left" scrolling="no" marginheight="0" marginwidth="0" frameborder="0"></iframe>
```

Preview:



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If you're thinking about where you might live or where you get office we can help.

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The Oasis

Support services - not care at home

Garelochhead Medical & Resource Centre
 McAulay Place
 Garelochhead
 Helensburgh
 G84 0SL

Subscribe to this service's RSS Feed Share this service on your favourite social media

Service details

Service Number	CS2007150612
Registration Date	18-09-2007
Service Type Detail	Support services - not care at home

Remote consultations transform health and social care delivery

Across Scotland, outpatients, health centres and GP practices are now introducing innovative technology that will allow some patients to have video consultations with their medical practitioner. This includes hospital consultants, GPs and other professionals such as district nurses, speech and language therapist, occupational therapists, physiotherapists and pharmacists.

Near Me, which uses the Attend Anywhere platform, works in a similar way to other video consultation providers and offers the opportunity to use a secure video call as part of the day-to-day work for many health professionals. It gives the chance to make a significant step in the transformation of health and care delivery.

Patients enter an online waiting area from their computer, smartphone or tablet instead of travelling to their appointment. When a patient enters the waiting area, the service is notified, and a health care professional is then able to undertake the consultation. This provides a more person-centred approach enabling individuals to participate in appointments from their own home or other suitable location. It reduces the need to travel which for some people can be difficult and tiring. For medical professionals, reducing travel provides time to potentially engage with more patients. The reduction in travel helps to protect the environment too.

People have said that their experience of the remote consultation was easy to use, beneficial for their condition, more sensitive to their caring responsibilities and more convenient.

Across Scotland a range of services have now introduced video consultation for some patients, and this includes over 40 GP practices. Dr Walker from the Ardach Health Centre in Buckie had this to say about their experience of using it:

"I have been using AA for a number of different types of consultations and have found that with the right selection it can prove to be an invaluable tool. I have particularly used it as the Duty Doctor with acute

presentations such as rashes in children, cellulitis in an elderly Care home resident and several mental health presentations with acute distress and potential for self-harm.

As well as unscheduled care there are many other practical applications such as Care home reviews, polypharmacy reviews and chronic disease management within a House of Care model.

It is a useful, easily learned rapidly assimilated and applied tool which in the right situation can not only save both patient and health professional time and travel but also provide quality outcomes."

Claire the Area Manager from Parklands Homes in Buckie told me:

"In the care home setting, the demand for an expert medical eye to diagnose, advise or reassure is always high. Allowing those eyes to access the home and the resident remotely has helped enormously in addressing concerns promptly and preventing medical issues from becoming more serious."

More community-based health and care services are engaging in this way too and Fiona a Prescribing Support Pharmacist in NHS Lanarkshire, shared this:

"Just to let you know that I used Attend Anywhere for the first time yesterday. It was for a patient with visual impairment (who was being assisted by a carer on the call) which negated the need for the patient to arrange transport to the GP surgery. I was doing a review of the patient's medication and they were able to demonstrate their inhaler technique via the video link. It all went really well, and I feel confident using it as part of my respiratory clinic now."

A range of hospital-based outpatient clinics and services are now offering patients the choice of a remote consultation instead of a face-to-face appointment, as are some mental health services who have identified that this is a secure and safe way for patients to engage from a place that suits them. A

number of GP practices, medical centres and multi-disciplinary teams across Scotland are exploring how video consultation can be incorporated into the way they support people.

The Health and Social Care Standards, which are applicable to NHS and services registered by the Care Inspectorate and Healthcare Improvement Scotland were designed to ensure that care is tailored towards individual's needs and choices. Remote consultation offers an opportunity to develop and provide services by offering a choice in how we communicate and deliver health and care by enabling interactions that are secure, safe and tailored to people's lifestyles.

Across Scotland there are a range of improvement projects which are focusing on introducing remote

consultation and support for these can be gained locally from your TEC lead or from the national teams.

If you would like to know more – please get in touch

Yvonne Leathley, Senior Improvement Advisor, Care Inspectorate.

Yvonne.Leathley@careinspectorate.gov.scot



**Radisson Blu,
Argyle Street, Glasgow**

**National Care at
Home & Housing
Support Conference
& Exhibition**

*Same great event, great new venue!
Further event details to follow*

Managing Director of HRM Homecare Services named Women’s Enterprise Scotland Business Leader of 2019

Lynn Laughland, managing director of HRM Homecare Services, has been named Women’s Enterprise Scotland Business Leader of the Year for 2019.

Lynn won the night’s flagship award at a glittering ceremony at Glasgow’s Grand Central Hotel, a fitting reward for a career spanning nearly a quarter of a decade at the helm of her leading Kilmarnock-based home care services firm. The award also recognised her huge support for and mentorship of other women-owned businesses.

Lynn said: *“It’s been almost 25 years since I set up my business, and I am thrilled to have won this award.*

“I think the most important thing for women to be successful in business is to build good relationships from a very early start. The earliest you are able to build these, then the more successful your business will be.

“Also make sure you surround yourself with good people, which I have done. My staff have been a tremendous asset to HRM Homecare, helping it develop and grow into a highly significant player in home care services. Its success is testament to their sheer hard graft.”

Lynn set up HRM Homecare Services in 1994 from her living room. She has since developed it into one of the largest care specialists providing home support to vulnerable people across central and west Scotland.

HRM Homecare’s success has seen its turnover grow steadily – its most recent figures have seen turnover rise from £3.1 million in 2017 to £4.6 million in 2018. Reserves have been reinvested in the business, providing better opportunities for its current staff and creating more jobs – around 70 new full-time posts have been created this year alone.



HRM Homecare has also been named one of the Top 20 Home Care Agencies in Scotland by an independent review company which collates feedback from service users, family members and friends.

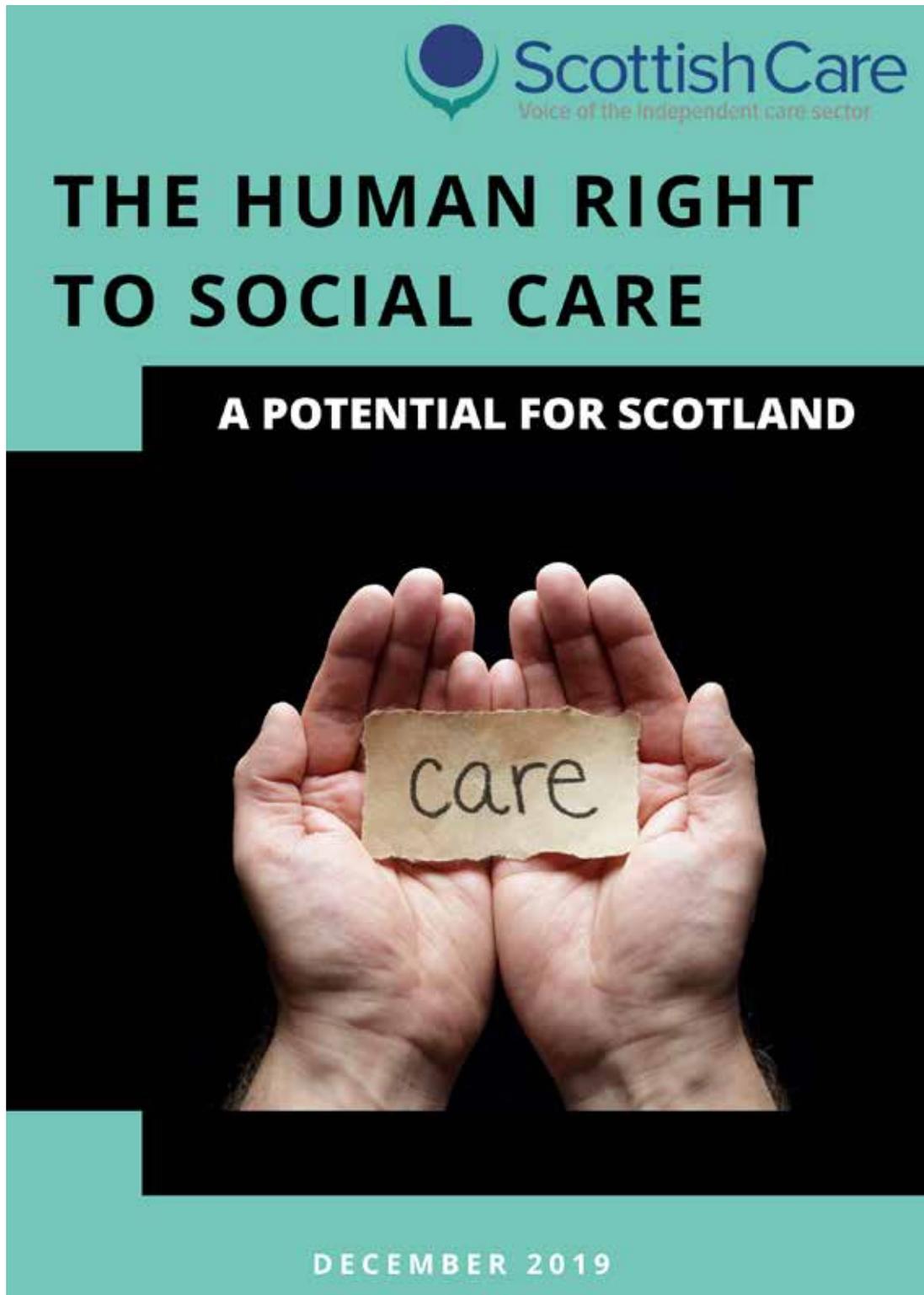
Lynn has also won widespread recognition for the support she has given the women-owned business community in Ayrshire, Lanarkshire and Glasgow. She has mentored several women scaling up their business, and has attended business events and awards and offered support in the form of providing office space, business loans and financial assistance.

Lynn has backed a series of entrepreneurial start-up events and personally attended and spoken at several over the last year. One has been Glasgow Rising Stars, a leadership development programme held

in April at the Riverside Campus at the City of Glasgow College.

Lynn is also a finalist in the Business Woman of the Year category at the Business Women Scotland Awards, while HRM Homecare is up for Business of the Year. The awards ceremony took place at 200 SVS in Glasgow on 8th November.

New report launched by Scottish Care on Human Rights



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Should you wish to know more about our Preferred Suppliers, or indeed find out more about our application process, please contact stefanie.callaghan@scottishcare.org

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Citation provides HR, Employment Law and Health & Safety support to Scottish Care members at discounted rates. From former care home managers to ex-regulatory inspectors, our knowledge comes from direct experience, and we'll support you to achieve the highest possible regulatory rating. We offer 24/7 access to expert advice and guidance – with site visits, legal documentation, online tools and a financial advice guarantee. We'll also provide you access to Care Inspectorate Pro – our online tool designed to assist with regulatory requirements. Plus, a complete set of specialised policies and procedures, mock regulatory inspections, and fire and electrical safety services. Contact us today to discuss your requirements in detail.



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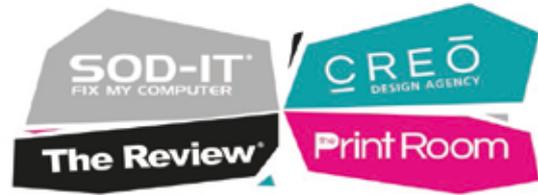
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THE SOLUTIONS ON DEMAND GROUP

Solutions on Demand Ltd

Solutions on Demand is based in Stewarton, Ayrshire and is comprised of four divisions – SOD-IT, Creo, The Review and The Print Room. SOD-IT – Our technical team specialise in IT Support and supply, computer repairs, maintenance, installation of networks and servers. We also manage out clients email, web hosting solutions and mobile phone contracts. Creo is a highly versatile creative design agency, managing all of your digital and marketing requirements: from branding to social media, web design to video production and SEO. The Print Room offers design, print and delivery direct to your door. From business cards and banners, to posters, leaflets, office signage and brochures.



Qintil Learning and Compliance

Qintil is easy to use web-based software that gives you thousands of on-demand courses, learning management and compliance monitoring. Designed specifically for nursing homes and care services, you can train your staff, manage policies & procedures and right to work docs and automate compliance. And you can see the learning and certificates your team have got elsewhere with our unique Qintil ID. Plus, connect to other platforms and your own systems with our one-click integrations and API. All for a low flat monthly subscription per location, not per user.



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Visioncare at Home

Visioncare at Home was formed in 2007 with the core purpose of giving housebound individuals access to the highest possible level of eyecare and to improve or preserve their eyesight. We are a team of highly trained and experienced eye care professionals dedicated to providing a reliable and efficient optical service. A large number of nursing homes in the UK already use Visioncare At Home as their preferred eyecare provider. Using feedback from care staff, managers, and care home owners, we constantly review, critique and develop our service and products. This ensures we continue to provide the highest quality eyecare service that is hassle free for care homes and personalized to each individual service user.



Visioncall

Visioncall are here to help individuals see better and live better. Since 1994, we have been the leading eye care provider to the UK care home sector providing essential services to improve sight levels to those who need it most. Our team specialise in assisting those living with dementia to ensure we maintain dignity and respect for the individual. We also support carers in making eye care a daily part of their routine with our industry-leading care planning tools and free partnership benefits.

Contact information for the Partners for Integration team

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31	Partners for Integration	Colette Law	Project Administrator	colette.law@scottishcare.org

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