



Scottish Care

Voice of the independent care sector

Issue 87
Summer 2022

BULLETIN



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EDITORIAL

BY DR DONALD MACASKILL, CHIEF EXECUTIVE



Summer rest and renewal

I am sure I am not alone in looking forward to the warmth and sun of summer – ever the optimist! It has been a hard and gruelling winter and spring for so many working in our homecare, housing support and care home services. Covid-19 continued to assault the sector and in particular the absence levels of frontline staff as a result were enormous, as well as for other health and wellbeing impacts. It has been extremely hard for many organisations to manage.

We traditionally look to the summer as a time when we can draw breath and re-order ourselves, almost in anticipation for the hard autumn and winter to come. Whilst Covid has not gone away and the sense of complacency which is abounding in wider society is dangerous, we do have an opportunity to reflect and renew.

Shortly before this issue of the Bulletin, we have had the publication of the Bill for the creation of a National Care Service. This has understandably swallowed up a lot of media and political focus.

Our concern at Scottish Care is that with so much forward thinking and planning that some of the very significant issues of crisis are in danger of being forgotten, ignored and not addressed with the robustness they require.

There are many non-Covid challenges that any organisation delivering social care service and supports will continue to experience despite the summer sun. We have a deeply worrying fuel crisis which is stopping staff from doing their work; an unequal and unethical commissioning system which is driving good organisations to the wall; such high employment levels together with competition from other sectors that we are not only struggling to retain staff but making it nigh impossible to recruit. And all of this at a time of crippling impacts from rising inflation, huge cost of living pressures and the fear of what terrifying energy cost increases might bring in the autumn for both staff and providers.

This is a summer unlike any other – because if we rest up too much by the autumn the issues we fail to address now will bring about an even deeper crisis. So, I promise you all of us at Scottish Care will not be ignoring the very real and present dangers.

At the same time, at an individual level, we all of us have to find renewal and re-creation this summer. To face what might come we have to re-stock our energy levels and that primarily comes from self-care and putting ourselves first for a change. I earnestly hope you will all do that. You cannot continue to pour out love and compassion, care and focus as you and all our amazing frontline staff have done, without also being filled and re-energised. Rest well and renew.

Dr Donald Macaskill

CEO, Scottish Care



@DrDMacaskill

NOTES FROM OUR DEPUTY CEO



Karen Hedge
Deputy CEO, Scottish Care

Well, that has been a whirlwind start to the year for Scottish Care with the crescendo of 2 strong conferences and awards ceremonies on top of usual business. Please share your stories of the events far and wide, we need to spread recognition of the great work in the sector and those who do it, for the public and our politicians to understand more about our role. We also have our social care and support campaigns due for release soon. Shanice has worked with members to co-produce these and soon a toolkit will be issued to be used and shared wide so that we can both myth-bust and raise the profile of the sector.

The end of the financial year is often tricky at Scottish Care as many of our team are grant funded, so we have had to say goodbye to some valued colleagues, we wish them all the best in their new adventures. But we have also welcomed new – Arlene Bunton in East Ayrshire, Angela Price in North Lanarkshire, Lynsey Allan in East Renfrewshire, and Carole Brunton in Dundee.

Fair Work and ethical commissioning within the context of the National Care Service (NCS) continue to sit within my remit. The Bill for the NCS went to Parliament in the last week of June before summer recess. There will be opportunity for the sector to input to the Bill as it goes through Parliament, but the real work will begin

in September when Scottish Government looks to define and achieve the National Care Service.

There has recently been agreement to create a Ministerial Group for fair work and ethical commissioning to report into which I hope will raise the profile, necessity, and urgency of the work. IRISS have also co-produced a toolkit on ethical commissioning and have opened training sessions in how to use it. We are hoping this will be a space to move forward. Those of you at the care at home and housing support conference may have had the opportunity to hear about the collaborative in Fife where providers and the partners are working together to improve flow, support the workforce and steady the market. Whilst they are still early in their journey, there have been some great outcomes such as the number of staff leaving the sector has virtually diminished, and with more joining - learning to be had for other areas. The National Care Home Contract redesign meetings have begun, and with provider representation, looking to update the contract aligning to new standards for care and support, and retaining the varied market that we have in Scotland.

We would love to hear more from our members and continue to welcome members to our surgery Q&A sessions, webinars, and other events. We are also seeking several new Branch Chairs - please get in touch with our Membership Support Team at membershipsupport@scottishcare.org if you are interested. It is through our branch chairs that we keep in touch with key issues for the sector and use these to set our strategic priorities as an organisation.

Thank you for all that you continue to do for social care.

Karen Hedge
Deputy CEO

 @Hegeit

MEMBERSHIP SUPPORT UPDATE



Stefanie Callaghan

Membership Support Manager, Scottish Care

Hello everyone! Stefanie here with a Membership Support Update for our Summer Edition of the Bulletin! The sun has been shining brightly of late – why does sunshine make things feel a little more positive I wonder? We truly hope that things are looking up for all you – and despite there still being difficulties for the sector, we are excited to share some new membership benefits with you as well as updates about our branch chair network and upcoming website changes coming later this year that we hope will bring a little sunshine to your day.

Firstly, we have a new membership benefit to share that we think you will like - fuel cards! In a recent meeting, where we were discussing how tough the fuel increases have been for so many of you, one of our branch chairs – Angela Magee of Visiting Angelz in Renfrewshire - shared with us that she uses a fuel card for her staff. I personally did not know about these, so I asked Angela for more information! Just think of it like a debit card for your petrol or diesel costs. It is safer for your staff to use (no need for cash at the pump), easier for you from an administration perspective (you get a weekly invoice with a full breakdown of costs and your own account manager to help you with set up and ongoing needs) and most important of all... it saves you money! All fuel is bought at wholesale price by the company providing the fuel card which can

be 6-9p cheaper or more per litre than the price at the pump. You will receive a static price point each week for your account that will not change no matter what happens at the pump! We are excited to be talking to two companies and a Scottish Care Newsflash was sent out to members with more details and how to sign up – it only takes 1-2 weeks from sign up to receiving your cards for all your staff so hopefully you will be able to see savings pretty quickly! Huge thanks to Angela, Puja and others who shared their experience with us on this subject. This is a perfect example of us hearing from you and making some changes based on that information - so keep the intel coming! Remember how we re-launched the Blue Light Card Programme for all social care workers a few months back? Well [Asda](#) have just announced they are bringing back their 10% discount for all Blue Light Card Holders – time to get shopping folks!!

Now on to our branch chair network news - it's all about upcoming nominations and vacancies these days! As many of you know, we have amazing branch chairs across the country who are nominated by the members in their areas and do great work every year to bring local providers together, share Scottish Care news and information with them, provide support and essentially build local community engagement through branch meetings, emails, peer advice and more! We love our branch chairs and thank them for all that they do! The process of nominations happens once a year and when branch chairs are nominated, we bring their nominations to our Annual General Meeting where they are ratified and confirmed in their position for the next year. This year's AGM was on June 16th and unfortunately, we have had to say goodbye to quite a few fantastic branch chairs over the last few months for a myriad of different reasons. Because of this, we are really

looking for some of you to reach out to Swaran and I to learn more about this role and how you can step up in our member community and help bring the word from the street into the board room (you know what we mean!). Hearing from all of you – your successes, challenges and everything in between – informs what the Executive and National Committees focus on as priorities for the organisation, so it is a really important element of the Scottish Care infrastructure.

Lastly, we wanted to share that later this summer we will be expanding the current membership support information found on Scottish Care's public facing website. All of you are aware of our members only section within the www.scottishcare.org site which is an unique benefit only available to those registered with us - with key insights and access to Scottish Care surgeries, webinars, member benefits, updates from regulatory bodies like Scottish Government, the Care Inspectorate, SSSC and others that we bring right to you online – the list goes on. But we want to start promoting all these fantastic benefits and better inform those independent providers who are not yet members of Scottish Care (wait... aren't all independent care home and care at home providers members of Scottish Care?). So what will we tell them? Everything - from what membership entails, why they should join, what benefits they will receive, the fact we are member driven organisation that actively and passionately advocates for them individually and as a sector. That our vision and our aim is to shape the environment in which care services can deliver and develop the high-quality care that communities require and deserve. We might even ask some of you to share a wee quote about your experience as a member – what do you get out of it? What does being a member mean to you? What are the benefits and value you see from being a part of this organisation? If you have answers to these questions and would like to be featured on the website, we would love to hear from you. Just send your quotes over to membershipsupport@scottishcare.org and you might just make it onto the Membership Support

website page!

We continue to focus on being here for all of you – whatever you need, whenever you need it. Swaran and I pride ourselves on being your first port of call at Scottish Care. If we can answer your questions right away - fantastic! If we cannot, we will find someone who can. We continue to encourage you to engage with us as an organisation, and there are so many ways to do that – come to surgeries, come to webinars, read our emails, come to our conferences, attend regulatory forums, reach out to us with questions, give us your feedback on how we are doing and what you want us to focus on. The more you connect with us, the more we can know what you need and tailor your membership experience to those needs, the more value you will see and the more benefits you will reap from being active participants in this membership organisation. It really is true that the more we work together, the more successful we will all become.

So as always, on behalf of my partner in crime aka the one and only Mr. Swaran Rahkra we wish you a very sunny summer and hope that with the longer nights and warmer days, things become a little bit easier for all of you - our truly amazing members!

Please feel free to contact Swaran and I as your membership support team. Our joint e-mail is: membershipsupport@scottishcare.org. You can of course contact us individually too!

Thank you all so much!

Stefanie Callaghan
Membership Support Manager

 @scottieabroad

CARE HOME CONFERENCE - 1 APRIL 2022

1 April 2022 saw the long-awaited return of our annual Care Home Conference as an in-person event, the first since 2019. Inevitably the impact of Covid-19 on the sector was a strong theme of the day, reflected in a powerful and emotional CEO address by Dr Donald Macaskill and the input from keynote speaker Jason Leitch. The conference provided an important opportunity for the sector to reconnect in solidarity and support after an extremely difficult time, as well as to hear updates on priority areas such as regulation, finance, workforce, wellbeing and reform.

We were delighted to also have the opportunity to properly thank our care home workforce with the return of the Care Home Awards ceremony. Joined by Michelle McManus who expressed her gratitude for the sector, it was a fantastic evening of recognition and celebration for our worthy nominees, finalists and winners.



HOMECARE CONFERENCE - 13 MAY 2022

Just a few short weeks later Scottish Care returned to Glasgow but to a new venue, this time for our much-anticipated annual Homecare Conference. The event also presented an invaluable opportunity for colleagues across the sector to both reflect and look ahead. Joined by the new Cabinet Secretary for Health and Social Care, Humza Yousaf MSP, delegates had the opportunity to hear about current plans and future changes for social care, as well as to ask questions about support to the sector and its place within reform. With central themes of workforce support, technology and ethical commissioning, the day explored examples of collaboration and innovation that centre the role of homecare as critical for all aspects of a successful health and social care sector.

An evening of celebration followed, with the Homecare Awards back and bigger than ever. The examples of commitment, compassion and skill evidenced through the evening's nominees were humbling and provided a reminder of the continuing dedication and passion in the sector despite challenging times.



A huge thanks as always to our Conference and Awards contributors, sponsors and exhibitors, without whom our events would not be possible. Your ongoing support of the sector is much appreciated.



Care Home Conference, Exhibition & Awards 2022

Friday 18 November 2022
Hilton, Glasgow

More details will be available shortly on:
www.scottishcare.org

CARE HOME AWARDS 2022 OPEN FOR ENTRY!

Award Categories

- Ancillary & Support Staff Award
- Nutrition & Eating Well Award
- Meaningful Activity Award
- Training, Learning & Staff Development Award
- Emerging Talent Award
- Outstanding Achievement Award
- Leadership Award
- Palliative & End of Life Care Practise Award
- Nurse of the Year Award
- Care Worker of the Year Award
- Specialist Service/Unit of the Year Award
- Care Home Service of the Year Award
- Positive Impact Award

Enter on:

www.scottishcare.org

Entry deadline:

5 September 2022, 5:00 pm



UPDATE FROM THE CARE INSPECTORATE



Edith Macintosh
Interim Chief Executive
Care Inspectorate



It was a pleasure to be invited to speak at your recent conferences about how the Care Inspectorate will continue to work together with the sector towards a better future. I talked during the events about our new Corporate Plan for 2022-25, which I am pleased to say has now been published after wide consultation with our many stakeholders, including valuable input from Scottish Care.

The Corporate Plan has collaboration and partnership as central themes and it will be an opportunity to strengthen the joint working that can make a real difference to those experiencing care. It outlines our vision, the outcomes we wish to achieve and our key priorities over the coming three years. The Plan is informed both by what we learned during the pandemic as well as by our approaches to scrutiny, assurance, and quality improvement work that we have developed over the past three years. In developing the Plan, we carried out extensive consultation with our staff, our volunteers, providers, partnerships and those who experience care, to develop a Plan that puts people at the heart of all we do.

Our Corporate Plan sets out our vision for world-

class social care and social work in Scotland, where everyone, in every community, experiences high-quality care, support and learning, tailored to their rights, needs and wishes. We aim to achieve that by working towards four strategic outcomes: high-quality care for all; improving outcomes for all; everyone's rights are realised and respected; and our people are skilled, confident and well supported.

Our Plan is based on the current policy context, but we have built into it the ability to be flexible and to adjust, in relation to likely changes across health, social care and social work. For example, the new National Care Service and wider reform may impact on some of our activities, and how we undertake these. The Plan will enable us to work towards the delivery of these strategic outcomes within the context of such change.

While we await the detail of the proposed National Care Service, we recognise that this, too, will require collaboration and partnership, and will require us to use our collective knowledge and experience to shape the future vision for social care. Where there are changes to systems, processes and structures there must

also be cultural change if it is to be person-centred, based on human rights-based and on the Health and Social Care Standards.

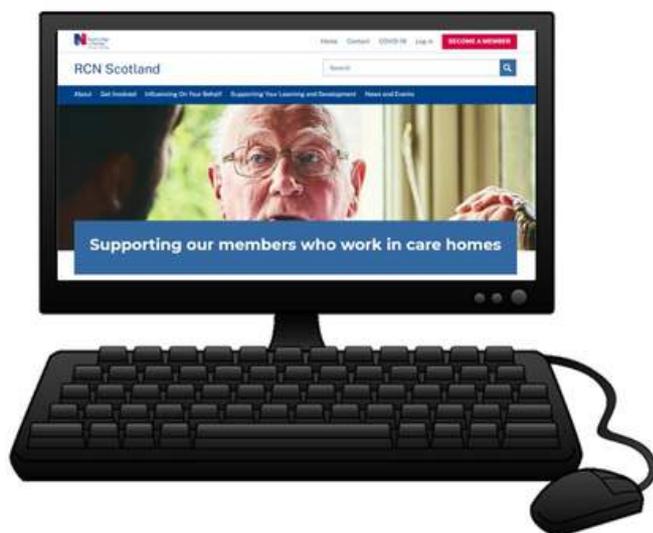
I remain committed to supporting collaboration and partnership working with Scottish Care to build on our previous successes. This has often been innovative and made a real difference to the quality of life for many people and I look ahead to building momentum through new collective efforts.

By working together, I am confident that we can achieve our ambitions over the next three years and I look forward to collaborating with Scottish Care and its members as we begin this next stage of our journey.

The Care Inspectorate's new Corporate Plan (2022-2025) is [available online](#).

The Care Inspectorate announced the appointment of a new Chief Executive, Jackie Irvine, on 27 June 2022.

RCN UPDATE - SUPPORTING NURSING IN CARE HOMES



The Royal College of Nursing is committed to supporting registered nurse and nursing support worker members who work in Scotland's care homes. On our website you'll find information on resources, learning and development opportunities and how to get involved with the RCN and make the most of your membership. This is available at:

<https://www.rcn.org.uk/scotland/Supporting-your-learning-and-development/Supporting-our-members-who-work-in-care-homes>

Jacqui Neil, Senior Nurse, Policy & Professional Practice said:

"The RCN recognises the essential role of nursing staff in Scotland's care homes. We're here to provide support, advice and to champion nursing. There are many different ways nurses and support workers can get involved with the RCN, from sharing your experience with us to help us influence to taking advantage of our learning and development opportunities."

REVIEWING THE SSSC CODES OF PRACTICE



Lorraine Gray
Chief Executive
Scottish Social Services Council



We'll be hosting focus groups and online sessions you can join or you could host your own Codes Conversation with your team or in your service using the toolkit we'll provide.

Here are some of the key issues we'll ask you to think about.

- How might the Codes fit better with the Health and Social Care Standards?
- How could we better reflect human rights approaches in our Codes?
- What needs to change in the words that we are using?
- How could the Codes better reflect relationship based practice?
- Could the Codes better reflect risk enablement and boundaries?

As part of the review, we'll also ask what works well with the current Codes and what don't you want to lose.

A time for change

The Codes review is part of our major futureproofing programme of work, which also includes reviewing our Register and the qualifications for registration. It's an opportunity to rethink what our professional Codes could and should look like.

The past two years have been tumultuous to say the least and it is testament to the workforce that services continue to deliver high quality services through the many challenges of the

The Scottish Social Services Council (SSSC) are embarking on a review of the Codes of Practice and want to hear the thoughts of registrants and employers. Chief Executive, Lorraine Gray, explains why you should get involved.

We're reviewing our Codes of Practice and we need your help to make sure we get it right. Throughout this summer and autumn, we'll be engaging with employers, registrants and other key stakeholders to hear their views and experiences of working with the Codes.

We first published the Codes in 2002, with the revised Codes launching in 2016, following extensive consultation with the sector. At the same time, we moved to a fitness to practise model.

However, it's important the Codes aren't just seen as a tool for fitness to practise and when things go wrong. The Codes outline the values, behaviours and standards that social workers, social care and early years staff must meet and underpin care delivered by a trusted, skilled and confident workforce.

How to get involved

pandemic. It's important we take the learning from our experiences about what is fundamental to care and compassion.

There have also been major policy developments in that time too, with The Promise in early 2020 followed by the Feeley Review recommendations a year later. The Codes review is part of our commitment to keeping The Promise, as well as supporting some of the issues highlighted in the National Care Service Consultation.

Next steps

I hope as many of you as possible can get involved in our Codes review. Look out for details of how to do this on our website www.sssc.uk.com and in our newsletters.

We plan to consult on the revised Codes in early 2023 and formally launch them the following year.

UPDATE TO CORONAVIRUS RESPONSE WORKERS' DISCLOSURE CHECKS



The suspension of disclosure fees for coronavirus (COVID-19) response worker applications ended on Friday 24 June 2022.

From 26 June 2020, Scottish Ministers took the extraordinary step of temporarily removing disclosure fees as part of the response to the coronavirus pandemic. This allowed workers in Scotland (whether paid or unpaid) who were identified as coronavirus response workers, to apply for free disclosure checks.

The suspension of fees helped make sure that organisations recruiting individuals in response to COVID-19 were not burdened by the cost of disclosure checks and bureaucracy. This supported rapid recruitment of essential workers

In vital sectors such as social care. The suspension was previously extended as the need

to respond to COVID-19 continued and, to date, more than 200,000 workers across a number of sectors have benefited from this.

As the COVID-19 restrictions are easing across society, the regulations that provide for free disclosure checks ended on Friday 24 June 2022.

You should no longer enter 'coronavirus (COVID-19) applications' in the 'position applied for' field on the application form. Any applications received on or after 24 June 2022, that are highlighted as coronavirus (COVID-19) applications, will continue to be processed but the appropriate fee will be charged.

If you have any questions, please contact Disclosure Scotland by:

- emailing response@disclosurescotland.gov.scot
- calling Disclosure Scotland's helpline on 0300 020 0040 (Monday to Thursday 9am to 4pm, Friday 9am to 3:30pm)

INFECTION PREVENTION AND CONTROL EDUCATION - UPDATES ON NATIONAL EDUCATION RESOURCES



The COVID-19 pandemic has brought the need for effective infection prevention and control (IPC) into sharp focus for all of us. All social care staff in Scotland can access national IPC learning resources via the Turas Learn platform free of charge.

The national education resources are part of the Scottish Infection Prevention and Control Education Pathway (SIPCEP), which is a staged pathway for all Scottish health and social care staff and students to enable them to continuously improve their knowledge and skills around infection prevention and control as part of their role.

How can staff access the resources?

Most resources are freely available even without creating an account. Go to [Turas Learn](https://learn.nes.nhs.scot/)(<https://learn.nes.nhs.scot/>), type IPC Zone into the search bar, and you will then have access to a variety of infection prevention and control education resources (workbooks, presentations, toolkits, tip sheets, videos, etc.).

If you would like to complete eLearning modules,

you need to register for a Turas Learn account. All you need is your name and email address. Simply select “[Register](#)” on Turas Learn and enter your details. Completion certificates are available for all eLearning modules.

If you are managing staff, you can direct them to a short [help guide](#) that explains the registration process.

Foundation Layer

For an introduction to IPC (Why IPC matters) and education modules relating to Standard Infection Control Precautions (SICPs), select the [SIPCEP Foundation Layer](#) from the menu. You will find modules and supporting documents/videos on hand hygiene, personal protective equipment, safe management of blood and body fluid spillages and many more.

If you are a manager, you can also print out print versions of the Foundation Layer modules and other resources for those members of staff who are unable to access digital resources without logging into Turas Learn.

All Foundation Layer resources have recently been reviewed with the help of care home and care at home staff to ensure they are applicable across all care settings and include scenarios for care home and care at home settings.

Intermediate Layer

For education resources across a range of healthcare associated infection topics, select the [SIPCEP Intermediate Layer](#). Resources are divided into different topic areas, e.g. continence management or skin integrity and

include resources such as Urinary Catheterisation and Prevention and Management of Pressure Ulcers.

Improvement Layer

For tools and resources to support your knowledge and development of quality improvement, select the SIPCEP Improvement Layer.

Preventing infection in care

Resources that have been especially created for the care sector are located under the heading "Preventing infection in care". These include the

recordings of webinars to support the launch of the Infection Prevention & Control Manual for Older people and Adult Care Homes and the Care Home Cleaning Specification, and a newly updated pocket guide on Preventing Infection in Social Care Settings (formerly: Preventing Infection in Care at Home). This can be downloaded and will be made more accessible in other formats soon in a joint project between NES and SSSC.

For more information about accessing healthcare associated infection resources on Turas Learn including FAQs and step-by-step guides visit the NES website.



Why infection prevention and control matters



December 2021












Calling all Scottish Care Members:

Don't forget to let us know if your organisation's contact details have changed by contacting comms@scottishcare.org.

INVESTOR RELATIONSHIPS... NOT JUST ANOTHER BRICK IN THE WALL



Duncan Leitch

**Senior Director - Health & Social Care Sector
Virgin Money**

It's what we do

At Virgin Money (formerly Clydesdale & Yorkshire Banks), we have a national specialist Health and Social Care team managing over £1bn of debt funded relationships, a large proportion of which is made up of lending to care home owners and operators.

We believe it's a sector where customer relationships really benefit from close insight and understanding of the operational and regulatory environment by the relationship manager and our team has grown organically over the last 10 years. We're gratified by the continuing demand for our products and services and, from the feedback we receive, our customers really appreciate the depth of knowledge and experience available to them from our team with a combined experience of over 100 years in the sector.

I started working in the team around 5 years ago having worked in real estate / property lending for much of my career, so healthcare is not a sector I profess to know as deeply as many of you reading this ... however as a relative newcomer, I've made a few observations over these years which I thought would be interesting



to share.

What I can say with some confidence is it's an 'industry' that draws you in – almost everyone I've met through my work in the sector is passionate, dedicated and emotionally invested in what they do every day, and love that their work has a positive impact on peoples' lives.

Learning to fly ... again

Since the early 80s the proportion of care homes run by independent or private operators has steadily grown to current levels of over 90%. Historically, most of these were owner-operated and, more often than not, either stand-alone or part of a small local/regional group with a few homes. Larger 'corporate' style care providers (operating more than, say, 30 settings) account for only c.30% of bed provision so operations in the sector continue to be very fragmented with resulting opportunities for both financial and operational efficiencies.

This said, over the last two decades, there have been high-profile failures of some of these larger care providers where, generally, relatively tight or aggressive financing structures had evolved and incrementally extracted value from once successful businesses over time. This continued to the point that their core operational objective of providing great care became compromised as they were unable to weather ever-smaller knocks to normal 'full occupancy' operation. Caring, and care home operation, as I'm sure you'll all attest, are inherently unpredictable ... we all do our best to keep the

cogs oiled, ensure the best of care can be delivered efficiently, with minimal disruption to the residents' lives but, as the last couple of years have demonstrated, there is always something we can't quite predict ...

The care sector has suffered some of its most challenging years in modern times with many homes and businesses having been pushed to the edge of continuing operation, and in some cases sadly out of business. New homes, in the process of filling up and getting off the ground have endured an extended period of loss-making operation with occupancy in many cases only now beginning to show sustained recovery.. Investment in care homes is an issue that successive Governments have grappled with for many years and it seems to finally be acknowledged in the national media that the structure and funding of our elderly care system is unsustainable in current form. Whilst it's an easy thing to say in this day that 'everyone is entitled to great quality care' this comes with an inevitable price tag.

Us and Them?

A trend I've observed during my time in the sector is increasing interest and activity from real estate investors and this has picked up even more since COVID became a factor in world economics. Partly this seems to be due to a dearth of opportunities in other more traditional real estate investment sectors (e.g. offices, hotels, retail) but also the level of resilience the sector has demonstrated in the face of COVID.

Much of the new development of care homes and transactional is now driven by specialist health sector investors, property developers, and insurance or pension fund investment - many of us invest indirectly in UK care sector through our pensions and perhaps don't even know it.

Increasingly, this is driving separation in ownership of a) businesses which deliver care & operation and b) the property which that care is delivered from, typically through sale and easeback or pre-let development funding structures.

As people live longer through advances in medical technology and live generally healthier, more active lives, they have more complex care needs towards the end. Rough estimates are that we need c. 10,000 new care home beds a year to provide good environments for delivering care, and to keep pace with that increasing demand. The traditional organic basis of growth mentioned above isn't going to be enough to meet the level of investment in care infrastructure needed to keep pace so the injection of capital and focus on the sector from external investors is much needed and should be welcomed. That said, and particularly with the recent influx of new money to the sector, some caution and forethought is required to ensure these financing structures continue to work for both the operator and the investor in the long term, with leases commonly 30 years in length, and sometimes beyond. Interestingly, the average length of a marriage in the UK is also c. 30 years.

Keep Talking

Like a good marriage, the best relationships between investors and operators are created by partners that have taken time to understand one another and their respective motivations, values, responsibilities and hopes for the future. To be successful, it needs to be viewed by both sides as more than a contract to pay rent once a quarter however a key challenge is that commercially, there isn't generally the luxury of dating and courtship to get to know one-another over time ... it can be a bit more like speed dating.

This is why that lease contract is an important document for partners to be comfortable with ... not just now, but in the future. It's akin to marriage vows and the binding agreement that documents the understanding between parties on key issues so is critically important both parties take time to review, understand and be happy with these and each other's expectations. Whilst these may be familiar documents to an investor, perhaps less so for a care home operator therefore it's important that there's open

discussion between parties about what everything means in practice and the operator takes independent advice from an experienced legal adviser.

Having got comfortable with the lease terms both parties enter with a good understanding of the basis of their relationship however to be sustainable and remain healthy these relationships need the investment of ongoing time and attention on both sides – a ‘financial only’ relationship would seem not to work well from the abovementioned historic failures.

From my own experience, some examples of how that time and attention manifest from good ‘marriages’ in the sector are for example an investor holding a board or board observer position with the operator, the investor receiving regular trading information on home operation, regular check-ins to discuss challenges and new opportunities, and pre-agreed routes to resolution if things aren’t going to plan. In short, while acknowledging there’s a balance to be struck with just letting the operator get on with it, open and regular communication is key. Also, an understanding on both sides that there may be challenging times with a willingness to work through these for the long-term benefit of both parties.

Breath

Another key aspect is flexibility which isn’t something that typically goes with a legally binding lease document, so that flexibility needs to be explicitly built in as some ‘space to breath’. As mentioned above, a contributing factor to previous leasehold operator failures were tight financing structures which extracted maximum value from the underlying businesses leaving little on the table to maintain motivation and flexibility for the operator. It seems lessons have been learned and more conservative levels of (mature cash earnings to) rent cover are now the norm – typically upwards of 1.7X and now often over 2.0X. In practice this means the operator’s profitability could nearly half, and it will still

manage to pay its rent which, from an investor’s perspective is a very high priority.

If profitability has halved, then clearly something is not working as it was intended on the operational side however the investor and operator, through the triggers for open and regular conversation outlined above, should be in discussion about long before things get this tight – a good investor will prefer to hear bad news early and look to support their partner back to full operational strength however they can.

Money

In the last couple of years, most care home operators have seen a dent to profitability directly as a result of the pandemic whether through reduced occupancy, staffing challenges, PPE & cleaning costs, or a combination thereof. Whilst financial support from the Government has helped to mitigate these in the short-term, the ongoing impact has yet to be fully felt and can only really be offset by increased fee income and innovative thinking in terms of driving efficiencies. If we then layer in inflation at a 30 year high of over 5% along with statutory wage increases, fees need to rise even more to maintain anticipated profitability. In such a financially dynamic environment, with COVID still pivotal factor in care home operation, it’s even more important that the dialogue between operator and investor/landlord is regular, open and honest.

High Hopes

If we continue to be sensible about how investor / operator relationships are formed and evolve, this can be a hugely positive force for the sector bringing much needed capital investment through a number of avenues. Here at Virgin Money, we have wide experience of lending to investors, owner operators and tenant operators so understand where the challenges and benefits lie on each side.

We support a number of investors in the sector

taking a similar approach to building relationships with operators as us by focussing on close insight and understanding of the operation, regulation and challenges in the sector, not simply the size of the rental income stream. As such, we manage all of our healthcare investor relationships from our health and social care sector specialist team to ensure the shared understanding is maintained and builds over time. This holistic approach to investment has the potential to unlock new opportunities at all levels through funding industry-leading design, introduction of new

technology and sustainable financing structures, and all of this driving through improvements to the settings care is delivered from.

In summary, the levels of capital from real estate investors looking for opportunities in the sector is a huge opportunity to drive forward both increase in supply to meet demand, and the longer-term financial sustainability of the sector, so let's make sure we build long and happy marriages the whole sector family will benefit from.

POLICY UPDATE: THE NATIONAL CARE SERVICE (SCOTLAND) BILL

The National Care Service (Scotland) Bill was introduced in the Scottish Parliament on 20 June 2022.

The Bill provides the foundations for a National Care Service (NCS) and enables responsibility for social care to be transferred by Scottish Ministers from Local Authorities to the NCS. It allows for the creation of new 'care boards' with local responsibilities and gives rights to people living in adult care homes to see the people important to them (known as "Anne's Law").

The Scottish Government has also published further papers which provide more information about how the NCS will achieve its aims, including plans to co-design the National Care Service through collaboration with stakeholders. These can be found here -

<https://www.gov.scot/policies/social-care/national-care-service/>

The Bill is currently at Stage 1. It will be considered and consulted on further by the Parliament's Health, Social Care and Sport Committee before a vote on whether it should proceed to Stage 2, when more detailed scrutiny take place.

Consultation on the Bill is open until 2 September 2022, with participation invited in two ways:

- Call for Views – primarily aimed at groups and organisations who are looking to input their views on the Bill. A direct weblink is available: <https://yourviews.parliament.scot/health/national-care-service-bill>
- Your Priorities digital consultation - an opportunity to ask questions or to highlight specific hopes or concerns about the Bill. Respondents can also rate specific provisions in the Bill and make brief comments. A 'conversation toolkit' is also available to support organisations to hold group discussions about the Bill with their own stakeholders.

Scottish Care will be responding to the consultation and undertaking engagement with members about the Bill. We also encourage members to consider undertaking their own engagement and to submit their own responses. For more information, please contact becca.young@scottishcare.org

ERSKINE ARTS PROGRAMME EXPANDS



Five artists have recently begun working with Erskine Care Homes to provide 10 short creative residencies over the next two years, as part of a longstanding collaboration between Erskine and Luminate, Scotland's creative ageing organisation. Funded by the Armed Forces Covenant Fund Trust, this new project has a strong focus on the mental health of veterans.

Artists will spend full days working in all four Erskine Care Homes, building a close relationship with residents, staff and families. We have learned from past projects that the more time artists can spend in care homes, the more they are able to design and share activities that are personalised to the interests and needs of individual residents.

Luminate and Erskine have worked together since 2017, originally as part of a Scotland-wide programme called Unforgotten Forces. Our first resident artists - James Winnett and Gill White - worked closely with the Erskine community on a wide range of creative activities, from photography to poetry and from soundscapes to painting. Although interrupted by the pandemic,

they returned to Erskine in summer 2021 to complete their project, and we are now looking forward to launching a sculpture trail created by residents in the Bishopton grounds this summer.

As part of Gill's and James's residency, we installed "artists' studios" (large, adapted garden sheds!) in the garden of each of the four care homes, and the new group of artists have begun to use these as a focus for creativity outdoors, using nature as inspiration.

The artists leading the new project are visual artists India Boxall, Alex McEwan and Elena Harris; singer Rachel Hynes; and creative writer Lorna Hill. All took part in a training programme for artists working in care settings led by Luminate in 2019, and are excited to be embarking on this exciting new programme with Erskine.



EASING THE COST OF LIVING - CAS DIGITAL TOOLS



Hot on the heels of the economic effects of the pandemic, the rising costs of living is making life financially challenging for so many people across the country. However, knowing how to reduce your spending and boost your income can help make your money go further in these difficult times.

This is why Citizens Advice Scotland have created their online financial self-help tools which are aimed at giving you all the key knowledge and routes to boost your income, reduce costs, and make savings across everyday bills. Check out these tools below as they may be able to help you manage your everyday budget and support your financial wellbeing.

The Money Map

www.moneymap.scot

The Money Map pulls together all the best online resources that can help you to access support to boost your income, save money and cut the costs of daily living and puts them in one place that is simple and easy to use. From benefits to grants, council tax to housing, energy to food & clothing, the Money Map will send you to the most helpful sites where financial assistance can be accessed. It even offers support and resources on better budgeting, help with banking and useful tips on how to save money. You can create a personalised list of information that you want to look at in more detail.

The Council Tax Savings Tool

www.checkmycounciltax.scot

Paying council tax bills can be a challenge for many and the cost of living crisis will make this worse. So, if you are struggling to pay your council tax – you are not alone. What some people don't realise is that there are ways to save money on council tax through reductions, discount and exemptions that are available for people who qualify.

The Council Tax Savings Tool from Citizens Advice Scotland can help you work out if you are entitled to savings on your council tax bill. It will ask you a series of questions about your circumstances and will tell you if there is any way you can reduce your council tax bill and point you towards where you can apply.

Online Advice

<https://www.citizensadvice.org.uk/scotland/debt-and-money/>

Citizens Advice Scotland's online advice pages provide advice on a whole host of issues, but their debt and money pages are particularly helpful. If you have a niggling money question you need an answer to, or need more detailed support, you can use their search tool to find helpful advice. Or simply browse through their useful advice to help you keep on top of your money.

2022 is a challenging time for people's finances, but you needn't face the cost of living crisis alone. If money problems are getting on top of you, whether you need help to save money, are struggling to get by on the money you have or want to know if there is any way to increase your income, Citizens Advice Scotland's digital tools may prove to be the help you are looking for.

A PEOPLE-CENTRED APPROACH TO COMMISSIONING IN WALES



When we think of what's needed to support independent living and change the way care and support is provided, is a more person-centred approach required? And if so, what does this look like and how can we make it happen?

We've been exploring person-centred approaches to commissioning care and support – and learning in particular from what's happening in Wales.

Meilys Heulfryn-Smith, the Programme Lead for Community Transformation at Gwynedd Council; and Alison Hughes, the Manager at Gofal Seibiant, told us about their journey to achieve a more person-centred approach to commissioning.

They talk of co-commissioning with people, and moving away from a time and task model. They also detail what is required for successful change: clear vision and purpose; good leadership; and the importance of valuing staff, not just through better pay, conditions and flexible working, but with career opportunities and progression.

[Listen to Meilys and Alison speak about their journey](#) to a person-centred model of commissioning. The audio and accompanying

transcript provide detail of the practices they put in place and the tools they used to make change happen.

What can support this approach?

There was a lot of interesting discussion and sharing at our event on 9 February 2022. It echoed some of the points made in our initial event in this series back in November 21. These included the proposal for meaningful involvement that is relationship- or people-centred; better investment in the workforce; and how a rights-based approach needs to underpin actions.

Other supports suggested:

Have a clear purpose

In Gwynedd the team was clear on the purpose – to help people live their lives as they wanted to. And this was key to getting buy-in from the team, keeping people focused, and to persist when things got tough.

Keep it simple

Consider what the person needs – what would make a difference to their lives – rather than overspecifying support contracts that create rigidity and bureaucracy, and are focused on cost savings rather than improving lives.

Listen more and better

Ask what matters to people rather than what's the matter with them, and find creative ways to hear people's stories. Decision-makers need to know more about how it feels for people who need care and support to live the lives they want to – to be on the receiving end of 'commissioned services'. It feels very easy to focus on what care and support people need -

and for the focus to be on services, rather than how the need is being created in the first place.

Overhaul the system

Decision-makers need to recognise that getting support for people right involves community development, workforce development and empowerment of supported people – issues that require a complete system overhaul; it's not just a commissioning and procurement challenge.

Improve the links between 'health' and 'social care'

In Gwynedd, health and care services in the locality now co-commission rather than create unnecessary competition in the support sector – health professionals, social work, care provider organisations and others wrap services around the individual in a way that supports them when they need it, and encourage independence as much as possible.

Change the goal and the measures of success

Do we have the right goals and measures? If we focus on trying to help people have a better life rather than using planning and lagging measures,

such as how much is being spent, how many hours people need etc, then the whole system improves as there is a focus on doing the right thing.

Invest in resource and capacity to make long-term change

An investment of time is required to: build trust; influence senior leaders; establish new relationships and keep relationships going when things get tough; test out new ideas and ways of working; and to start to influence national conversations.

Course on ethical commissioning

We've also launched a new course: [Ethical commissioning in social care](#). It provides staff with tools and resources to help apply ethical principles to the planning and purchase of adult social care and support services. If you are a commissioner or involved in social care service management, then this course is for you



CARE HOME COLLABORATIVE BALLET PARTNERSHIP



SCOTTISH BALLET

New Care Home Collaborative ballet partnership gets Inverclyde Care Home residents dancing Scottish Ballet in partnership with NHS Greater Glasgow and Clyde's Care Home Collaborative (CHC) is piloting a new exercise and wellbeing initiative in three Care Homes within Inverclyde.

'SB Duet' has been developed to support the wellbeing of people with reduced mobility by offering a shorter, gentler, and accessible movement experience, which can be done safely in bed or at the bedside, with a carer, companion, family member or independently.

The partnership has been made possible thanks to the CHC, which is a new service dedicated to supporting staff, residents, and families to enhance the quality of care for residents in care homes across NHS Greater Glasgow and Clyde.

The SB Duet package of resources includes two ten minute films and audio resources, Energise and Relax, which people can watch or listen to. Each resource contains a short excerpt of a

Scottish Ballet performance, followed by five minutes of gentle guided movement. Dance and movement has been shown to improve physical fitness, cognitive function, and the quality of life in care home residents. The willingness and ability of people with neurological conditions and reduced mobility to participate in physical activity was demonstrated when Scottish Ballet started running its neurological programmes and projects online during lockdown. Scottish Ballet observed that people were joining online, from their bed from all over Scotland, highlighting that guided gentle exercise is possible and that people were willing to take part.

Commenting on the resource, Pooja Gupta, Care Home Collaborative's AHP Care About Physical Activity (CAPA) Lead, said:

"Research suggests dance-based interventions are effective in improving both physical and mental well-being of older adults. This resource will not only support physical-activity but also promote mental well-being and help people do what matters to them the most. It can also be used by families to connect with their loved ones. We are delighted to be the key partner with Scottish Ballet and care homes on this very exciting project."

Lisa Sinclair, Senior Dance Health Manager, Scottish Ballet said:

"Scottish Ballet is delighted to be working with the Care Home Collaborative to bring SB Duet to care homes across NHS Greater Glasgow and Clyde. Our priority is to ensure that the resources are accessible, empowering as many people as possible to feel connected, creative and to take part in something that matters to

hem. As this is a pilot, we are looking forward to receiving feedback from those who use the resources.”

Scottish Ballet developed the resources with input and insight from several organisations including groups who support the elderly, people living with dementia, Parkinson’s disease, and other neurological conditions. The focus groups also included people with lived experience to ensure that the content was relevant and appropriate. SB Duet will be available in care homes more widely and also for people in hospital and people living at home. SB Duet will be made available in a range of accessible

formats including BSL, captioned, audio-description and can be translated into other languages.

The resource will be piloted in three care homes in Inverclyde and an external evaluation will be completed by researcher, Emily Davis, Royal Conservatoire of Scotland. Pooja Gupta Care Home Collaborative AHP CAPA Lead and the wider CHC team will support with the delivery and formal evaluation of this.

To learn more about how you can access these free resources please contact: dancehealth@scottishballet.co.uk



CARE HOME DAY 2022

Wednesday 20 July

Care Home Day took place on Wednesday 20 July. It is a largely online awareness-raising day for the care home sector. The aim is to bust myths and share good news stories about those who work and live in care homes.



#CAREHOMEVOICES

The theme of the day was '**Care Home Voices**' with the aim to:

- Listen to the voices of care home residents, staff, managers and providers.
- Showcase and value the expertise of care home staff.
- Recognise the crucial role of care homes in the community and the health and social care system.

Huge thanks to everyone who shared their stories and to help us mark **#carehomeday22!**

#CAREHOMEDAY22

1,271 Tweets

Reach: 520,158

Impact: 1,939,779

Retweet rate: 84.4%

#CAREHOMEVOICES

751 Tweets

Reach: 444,716

Impact: 1,953,010

Retweet rate: 81.0%

SCOTTISH CARE LEGAL RESOURCES SELECT GROUP

Scottish Care is delighted to announce that we now work with a carefully selected group of law firms in Scotland. The goal of this initiative is to offer a broad range of legal services to our membership across the country.

Should you wish to know more about our Legal Resources Select group, or indeed find out more about our application process, please contact fiona.white@scottishcare.org.



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A promotional banner for the Global Ageing Conference Glasgow 2023. The background is dark blue with a stylized world map and silhouettes of people. The text is white and yellow. A yellow box contains the text 'Presentation submissions now open!' and the website URL.

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CONFERENCE**
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7th & 8th September 2023

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Scottish Care is delighted to work with carefully selected Preferred Suppliers, and details of each can be found below. Our Preferred Suppliers bring knowledge and experience within their business areas, and an understanding of the social care sector in Scotland. Each company offers Scottish Care Members a benefit, discount or offer for their products or services, and updates from our Preferred Suppliers will be highlighted to Members.

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

For more information about Preferred Suppliers, including contact details and latest offers for Scottish Care members, please visit the Scottish Care website - www.scottishcare.org/preferredsuppliers

GOLD TIER SUPPLIERS

Citation

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- An online budget planning tool to help control costs
- Dedicated Interiors team offering full interior design and management service

Countrywide Healthcare, much more as standard.

07912 2611244
chris.johnston@countrywidehealthcare.co.uk
www.countrywidehealthcare.co.uk



Cura Systems

Cura is at the forefront of technology innovation and transforms caregiving. We support care homes of all types and sizes, be they a family run, single care home, a larger care provider or residential care; but in particular, those providing complex care needs. However complex and demanding your care requirements, Cura can support you.

We help care homes with the most demanding needs to deliver better quality outcomes by automating more daily tasks for management and caregivers than any other care home software.

020 3621 9111 / 07714 900 674

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<https://cura.systems/>



DVI Technologies Limited

DVI Technologies is delighted to offer Scottish Care members a range of electrical services (e.g. electrical inspection/testing/maintenance, lighting, repairs or rewires and electrical profile, audit & design), IT infrastructure (e.g. structured cabling, fibre optics, network design & installation), and energy-saving solutions (e.g. LED lighting, heating, EV charging).

Our in-house engineers have developed a suite of intelligent solutions to help you operate a more efficient and sustainable care home. Our Prioto solutions combine electrical products with internet-enabled devices and sensors to cleverly control, monitor, manage, and report on a range of functions within your care home building(s). For example: heating, lighting, doors/windows, as well as detecting electrical faults, water leaks and carbon monoxide.

0330 010 0869

care@dvitechnologies.co.uk
www.dvitechnologies.co.uk



Digital Health Scotland Ltd.

Digital Health Scotland offer complete FM services for the dental and care sector.

- Bespoke software
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07944 271678 / 0141 459 0196

paul@digital-health-scotland.co.uk
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everyLIFE

With a focus on sustaining and evidencing high quality outcomes, everyLIFE support private care providers across Scotland in both residential and community-based services.

Our digital care delivery platform, PASS, has been designed to record care and medication being delivered to each person, provide a platform for carers to monitor progress against outcomes, and provide assurance to care providers, commissioners and regulators that evidences the level and quality of care being delivered.

The PASS team is excited by the opportunity to support you, your teams and the people you care about. Whatever your care settings, we will work with you to deliver the impact you expect.

01382 938111

hello@everylife.scot



Focus Business Consultancy

Focus Business Consultancy Limited offers consultative business energy advice, options, prices, and contracts to business owners. Business energy brokerage is often criticised for its lack of transparency. Being a very sales-driven industry, it can be viewed as unprofessional and misleading.

Our Managing Director, Steve Wilson, has 30 years of experience working with and for chartered accountants providing clear, non-jargoned professional advice to clients and business owners. Steve has a passion particularly for the care sector offering industry insider points to help business owners navigate the energy market and consider when, how and from whom they buy their energy.

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Heart Resourcing

Heart Resourcing provide permanent recruitment solutions to the Health and Social Care Sector throughout Scotland. We work with SME's to resource high calibre candidates for permanent managerial, nursing and senior care roles.

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www.heartresourcing.com



Impey Showers (Coram UK Holdings)

Pioneering many of the innovations which make the luxury and style of a fully inclusive level access wetroom accessible to all. We work closely with contractors, installers, architects, specifiers, local authorities and healthcare professionals to provide innovative, high-quality wetroom solutions for all end users. Our product portfolio includes level access floor formers, shower trays, drainage solutions, shower screens, grab rails and shower seats, as well as a range of electric and mixer showers. We pride ourselves on our support, advice, after sales service and technical expertise.

www.impeyshowers.com

Inenco

We know that when you're focused on providing quality care for those in need, managing your energy costs isn't your highest priority. But many care facilities use a lot of energy, and with energy costs rising, already limited budgets are likely to be stretched even further in the next few years.

As a care provider, reducing the amount of energy you use is probably not an option – you need to power your day-to-day operations, but you could make managing your energy cheaper and more sustainable by working with Inenco.

Compare business energy deals today and help yourself to reduced bills.

Micha Chidlow - 0800 408 1499
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www.inenco.com



LexLeyton

LexLeyton is a regulated law firm specialising in HR and employment law services.

Part of the Leyton Group, LexLeyton combines legal expertise with a commercial mindset to deliver proactive, value and impact driven solutions and support for all your HR and employment law needs.

We offer all Scottish Members a free consultation with one of our expert employment lawyers, available to discuss any pressing issue or concern, or event just to soundboard any challenge or opportunity that you might have in running your business and managing your people.

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My Improvement Network

Over the past 15 years we have worked across the full spectrum of Health & Social Care including: Acute, Mental Health, Community, Care Homes, Commissioners, Local Authorities, Hospices, Charities and individuals. Over 1000 care facilities across the UK have used our technology.

Our award-winning RITA (Reminiscence Interactive Therapy Activities) technology is an all-in-one touch Screen solution which blends entertainment with therapy and assists patients/residents (particularly with memory impairments) in recalling and sharing events from their past through listening to music, watching news reports of significant historical events, listening to war-time speeches, playing games and karaoke, browsing photographs and watching films.

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www.myimprovementnetwork.com



Lyreco

Lyreco UK are proud to be a business partner and support to Scottish Care.

At Lyreco we supply a full range of products to cater for all your business needs such as Personal Protective Equipment, Cleaning and Hygiene Solutions, Catering Products, Furniture, Office Products & Packaging Supplies.

Frank Mess - 07931755442
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www.wearelyreco.com



Nuline Medical

Nuline Medical is based in Patna, East Ayrshire, Scotland. Our product range includes PPE, gowns (all types), face masks, face visors, dressing packs and a comprehensive range of medical disposables. We operate from a 32,000sq ft facility with manufacturing and warehousing all under one roof. We are fully accredited to ISO13485:2016(TUVSUD), ISO 9001:2015 and 93/42/EED(MDD).

We specialise in hospital, GP surgery, care and nursing homes and general medical supplies. We also assemble customised procedure packs and have developed an extensive range of single use instruments.

A Scottish company, embracing modern manufacturing principles that is more than just a warehouse. We would love to hear from you if you have requirements for any of our products. Please feel free to contact us at info@nulinemedical.com.

01292 433888
info@nulinemedical.com
www.nulinemedical.com



Person Centred Software

Person Centred Software's Mobile Care Monitoring is the most widely-used digital care system within social care, with over 100 care homes in Scotland using the system.

Mobile Care Monitoring is the first fully mobile and easiest to use evidence of care system. Care homes using the icon-driven system evidence, on average, over 50 care notes per resident per day, which just isn't possible on paper or many other systems.

The digital care system reduces time spent on paperwork with care interactions evidenced as they happen, achieving the company's aim of giving staff more time to spend with residents, supporting regulatory compliance and improving the quality of care for residents.

To discover how Mobile Care Monitoring can benefit your care home, call 01483 357657 or visit www.personcentredsoftware.com.

Rhys Kidd-Scannell - 07853 859605
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www.personcentredsoftware.com



Qintil Learning and Compliance

Qintil was created for the care sector and includes e-learning, real time and virtual classroom, documents plus 5-star learning support and more from less than £3 per month. We built Qintil so that you can find, share and manage everything that's essential for work – your learning, certificates, achievements and right to work docs – in one place. This all helps employers too of course. Now there's an easy way to get a record of new hires' learning and documents and to deliver their own training from any source.

07377 738227
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www.qintil.com/scottishcare



POS Group

POS Group offers specialized and expert advice and supply across 6 disciplines: Office Products, Print & Design, Hygiene & PPE, Workwear, Furniture Interiors & Design and Business Solutions.

We engage with clients in partnership to better understand their business and what's important to them. This allows us to draw up a proposal that is bespoke to each client, focusing on their priorities, meaning they can use their time where it's best utilized – driving their business forward.

Graham Connell - 07739 827193
grahamconnell@posltd.net
www.posltd.net



Redeem Exchange

We deliver a collect, wash, refill and return service for plastic hand sanitiser bottles – using a medical grade sanitiser with added Provitamin BS. These bottles are usually thrown away, and very few make it to be recycled impacting our environment. By reusing we are reducing their need to be manufactured and reducing costs to you.

We have a strong focus on our social impact too. Redeem Exchange provides employment and training for people living in areas of high deprivation. Our Skills Exchange employability programme provides individuals with valuable experience to reach their full potential in a safe learning environment.

07985 427190
bev@redeemexchange.eco
www.redeemexchange.eco



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At Room to Breathe, we combine over 20 years' experience with multiple market leading technologies giving people the opportunity for cleaner, safer environments. We transform indoor environments into hypoallergenic spaces which continuously maintain clean air and surfaces removing up to 99.999% of Coronaviruses including influenzas, bacteria, allergens, mould, germs & VOC's.

0141 611 7888

gerry@roomtobreatheuk.co.uk

www.roomtobreatheuk.co.uk



Sekoia

Bespoke Care Planning

Sekoia's philosophy is "enabling care". In conjunction with front line care staff, we have developed a very user-friendly digital care planning system that is designed to be used at point of care.

Sekoia improves communication and allows carers to have more time delivering person-centred care aligned to care and support plans and spend less time completing paper work, which improves quality of life for the people you support and job satisfaction for staff. It can also be used to work towards improving a service's Care Inspectorate grade by evidencing the level of care delivered and using data to demonstrate outcomes and an ethos of continuous improvement.

020 7751 4010

contact@sekoia.co.uk

www.sekoia.co.uk

SPEARHEAD®

Spearhead

Spearhead are an established and trusted supply partner, bringing over 25 years' experience, knowledge and expertise to help you make informed choices and deliver outstanding care.

Our vision is to improve the quality of life for people in care by supporting those who look after them; everything we do supports care home staff as they work to keep vulnerable people comfortable and safe.

Whether it's consumables, equipment and furniture you require or help with compliance, safety and refurbishment projects, our friendly and highly trained team offer expert knowledge, personal service and attention to detail.

Paul Mann - 01563 546273 / 07848 455357

paul.mann@spearheadhealthcare.com

www.spearheadhealthcare.com



staffscanner

Staffscanner

Staffscanner is an online staffing platform that allows Care Providers to connect directly with Nurses and Carers. Our nurse managers vet, verify and train everyone on the platform prior to being able to undertake shifts, just as a care home or nursing agency would and in line with Safer Recruitment Through Better Recruitment. Staffscanner is building a nationwide ecosystem that is based on its core values of transparency, quality and accountability.

0330 094 5922

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www.staffscanner.co.uk



Strategic Thinking

Our all in one compliance system “Evolving Online” was created with our partners at Evo Software Solutions and designed specifically for the care sector. It allows Care home / Care at Home providers to implement a complete system to support and manage their care business. Our system allows for Managers to have a complete overview of all aspects of their home on ONE system thus driving forward compliance, evidencing best practice & improving the quality of care that is given to their residents. We can offer a single system that gives you access to training, care management, rotas, staff alerts, Companion App and more. We now offer a more bespoke e-learning system for use by Agencies within the Health Sector & also provide Onsite “Face to Face” Training to the Care Sector which allows the Care Homes / Care at Home providers the flexibility to deliver training to their staff.

Elaine Rankin - 0333 577 3383
elaine@strategicthinking.online
www.strategicthinking.online



Thain Commercial

Thain Commercial provide sales and service to commercial laundry and dishwashing equipment throughout Scotland and the Isles – We have the largest service force in the country which ensures we are best placed to provide not only the sales, but also to look after and fully maintain all equipment supplied or existing throughout our client base. We are family owned and remain independently, we operate with values driven entirely towards our customers and coupled with strong professional partnerships with the major manufacturers in our field including Miele, Electrolux and Primus.

01236 727117 / 07740 780551
scott@thaincommercial.com
www.thaincommercial.com



SureCert

Trust but Verify. SureCert is a self-service digitised background checking and compliance platform, enabling users to ensure that those with whom they employ:

- Are who they say they are;
- Have the right to work in the United Kingdom;
- Have worked and studied where they said they have;
- Have no issues within their background that could compromise organisations and impact on end users – e.g. criminal records or evidence of adverse financial experience.

The SureCert platform also manages all ongoing HR and verification compliance and, with permission, can share data with regulators to enable streamlined and remote auditing of HR data.

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Umbrella Insight

Umbrella Insight provides a host of solutions to help the care industry. Quick and easy feedback from your residents, NOK and employees to help you confirm what you are doing well, and help you identify areas to strengthen your business. Taking this a step further the same platform also enables you to evidence compliance with KLOEs.

Umbrella Insight provide solutions to help you with quick and easy employee engagement, such as new hire/apprenticeships feedback, staff assessments and well-being. Giving you a stronger workforce, making recruitment easier, reducing absence and retaining staff.

www.umbrellainsight.com




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Utility Aid Ltd.

Operating in the UK, UtilityAid, an OJEU accredited company and leaders in energy broking in the UK charity sector, has gained an excellent reputation in the not-for-profit sector by helping charities purchase energy in the most cost-effective way. The company was awarded most trusted energy broker in 2018 and boasts some 2,800 charity clients, including Age UK, Citizens Advice Bureau, Multiple Sclerosis Society and YMCA.

07500 798921

wcampbell@utility-aid.co.uk

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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.

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www.visioncareathome.co.uk



West College Scotland

West College Scotland (WCS) is delighted to become a preferred supplier of Scottish Care.

WCS supports skills, training and continuous professional development opportunities in the West Region of Scotland. Our campuses at Paisley, Greenock and Clydebank have fantastic facilities to support skills and learning for the Care Sector.

WCS is also the largest college provider of online courses in Scotland with 70% of our courses focused towards social, personal, child, elderly and special health care. We also provide skills training in digital, management, leadership and first aid courses to support all levels of people working in the Care Sector.

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www.clancontractinteriors.co.uk Email : info@clancontractinteriors.co.uk

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