

# BULLETIN

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Scottish Care wishes all  
members & supporters a

MERRY

*Christmas*

& A HAPPY NEW YEAR

2023



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# EDITORIAL

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BY DR DONALD MACASKILL, CHIEF EXECUTIVE



## *Twelve Social Care Days of Christmas (And the rest of the year)*

Dear member,

As I write this the carols are well and truly being dusted down and sung to the rafters and one of my favourites – though really hard to sing – is the Twelve Days of Christmas with its repetition of wants and desires for the season. As social care faces a winter unlike any other we can remember, I thought I might put to paper what some of our desires and wishes are not just for this season but for the year.

One: That there is an end to 15-minute homecare visits which strip dignity and turn staff into machines.

Two: That all SSSC registration fees are paid for all stakeholders and not just in-house professionals.

Three: That there was real parity and equality between NHS and social care frontline employees in terms and conditions.

Four: That monies given to local authorities by Scottish Government were not spent simply on propping up in-house provision but benefitting all providers and workers.

Five: That SSSC places a moratorium on the requirement of those in the last five years of their

career to undertake qualifications.

Six: That homecare frontline professionals are given the gift of autonomy and respect by ending electronic call monitoring.

Seven: That the invaluable and distinctive role of social care was recognised, and we were not seen as simply an adjunct of the NHS.

Eight: That as much concentration and resource was placed on addressing unmet need in the community as delayed discharge in hospitals.

Nine: That we develop real collaborative scrutiny and regulation rather than a compliance, policing, and trust-empty relationship.

Ten: That the National Care Home Contract properly mirrors the true cost of care and not just what we can afford or at least that politicians become honest about not paying for dignified care.

Eleven: That the perverse and disproportionate Operation Koper is ended.

Twelve: That 2023 is a year of care and not crisis management, that frontline staff and managers were able to rest and be rewarded, and that the fun and energy which is social care was restored to those who use services and supports and those who work in them.

I can aye dream.

Merry Christmas and a healthy and whole 2023 to all residents and citizens, families and friends, workers and managers in care home and community, to all Scottish Care members and colleagues.

*Dr Donald Macaskill*

CEO, Scottish Care

 @DrDMacaskill

# NOTES FROM OUR DEPUTY CEO

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**Karen Hedge**  
Deputy CEO,  
Scottish Care

This has been yet another busy season for Scottish Care. In addition to other activities, we have had the opportunity to connect and celebrate through our care home conference and awards ceremony and I have also had the privilege of acting as a witness at the Scottish Parliament Health and Sport committee about the proposed National Care Service Bill.

The end of the year is a time of culmination and that is very much what we are experiencing with many years of hard work coming to fruition as the voice of the sector is once again being heard. But a listening post is not all that we need to reinforce the sustainability of the sector. Whilst it goes some way towards that feeling of being

valued, we urgently need intervention before the whole system collapses. All parts of the care sector are experiencing the effects of a rising cost of living on top of pandemic aftermath and prolonged underfunding. I have written to all Local Authorities about the need to revisit costings for homecare providers and we continue to press the necessity of revisiting those lines of the NCHC which are outdated. Providers need the firefighting to ease so that they can shift focus back to what brought them into care.

Working through our forthcoming campaign I have seen some fabulous examples of people who work in care and support talking about what makes them passionate about the role and the real value of social care today. I hope you all support us in sharing this message in the new year. It's time to #shinealight on social care.

In other exciting news – we are now in our new offices at Prestwick airport, so if you are due to pass by, please do arrange to pop in for a cuppa.

**Karen Hedge**  
Deputy CEO

 @Hegeit

## 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](mailto:comms@scottishcare.org).

# MEMBERSHIP SUPPORT UPDATE

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**Stefanie Callaghan**  
**Membership Support Manager**  
**Scottish Care**

Hello everyone! Stefanie here with a Membership Support Update for the latest edition of the Bulletin. I can't believe December is here! It has certainly gotten A LOT colder lately but not sure any of us are ready to jump into the Christmas spirit quite yet. With so many challenges affecting the sector as a whole and each of you individually as care workers, we realise it is difficult to try and rise above it all, but our role in Membership Support is always to advocate for you and support you as much as we can and that is never truer than at this difficult time.

So how have we been doing that over the last few months?

## **National Care Home Conference, November 18th – what a hit!**

As you know, prior to any conference, we like to reach out and call members to share the upcoming event with them, see if they are coming and find out how they are doing. It is always an excellent way of connecting with those we speak to regularly or re-connecting with some of you we don't get to catch up with as often as we should. Thank you for all those honest and open conversations we had. Speaking with you about your own individual challenges and situations brings home more than ever that our job is to provide support, resources and hopefully

solutions to your problems where we can and remind you that there is power when we all work together, and together, we and especially you, are INVINCIBLE! It was fantastic to see so many of you at the Care Home Conference at the Hilton in Glasgow. Between delegates, exhibitors and speakers, so many of you shared that there was a newfound buzz of energy and excitement around the conference halls! People were truly happy to see each other, interact and engage, and admit it - try some of that lovely Prosecco (or sweets!) available at our exhibitors stands! A fantastic day and evening of information sharing, compelling discussions, incredibly well deserved (and emotional!) award giving and lots of laughs! We loved seeing you all and hope those of you who managed to attend enjoyed yourselves too! Looking forward to May and seeing all our amazing care at home and housing support providers at the National Care at Home Conference and celebrate with all of you then. Bring it on!

## **Connecting Providers to Scottish Government**

Over the last 6-8 weeks there has been increased opportunities for providers to give your perspective on the current challenges your businesses and the sector are dealing with directly to Scottish Government and to the Cabinet Secretary himself. Thank you for those that have attended these meetings – as always your input is invaluable. Those ministerial meetings have now become weekly between SG and Scottish Care, working on the many challenges currently affecting the sector from rural vs. urban service provision for care at home providers to hospital discharges and available beds for care homes, or care at home packages for those moving back into the community. The list does seem endless at times but for now, government does seem to be

listening and hopefully learning from all of you about what the key priorities need to be moving forward.

### **Branch Chair Network across the Country – lots happening so get involved!**

Over the last few months, we have been working closely with many of our amazing branch chairs across the country to help where we can with some key issues they and their members are facing – from late claims payments, questions around agency staffing costs reimbursement, recruitment in general, the financial sustainability issues related to being able to offer homecare in more rural communities vs. primarily urban ones, building strong(er) partnerships at the HSCP and LA level and more. None of these will be a surprise to you but by connecting Branch Chairs, members, the Scottish Care Membership team and Independent Sector Leads – we can collectively try to figure out some of these really difficult situations together. We won't always be successful, but we will do everything we can to get there! This leads me to remind you all that the branch chair network is run by amazing branch chairs across the country, nominated by you, the members in their areas, to do great work every year to bring local providers together, share Scottish Care news and information, build local community engagement, and help you where you need it most! We love our branch chairs and thank them for all that they do!

### **What we need your help with is ENGAGEMENT**

What can we do to help you all realise these meetings are important and can save you time, sometimes money and definitely stress if you come together in your local areas and work through issues that might actually be similar for many of you! Our branch chairs are fantastic but without you, the network doesn't work.

**Please share with us what would be helpful in making these meetings a priority for you – time of day/month, key speakers that can talk to what is happening in your local area and what is affecting YOU, topics that can help your business grow.**

**is affecting YOU, topics that can help your business grow.**

What else? Tell us and we will do everything we can to make this happen! We look forward to hearing from you!

### **Phase One of the website update for Membership Support is live!**

As we mentioned in our last Bulletin, Phase One is now live and we are so delighted to have our first quote and logo up about what membership means to you – go Abbotsford Care and Alyson! <https://scottishcare.org/membership-benefits/>

Thank you so much! For those of you interested in being featured, send in your quotes! Tell us why you are a member? What are the benefits and value you see from being a part of Scottish Care? We would LOVE to hear from you. Just simply send your quotes over to us on [membershipsupport@scottishcare.org](mailto:membershipsupport@scottishcare.org) and you might just make it onto the Membership Support web page. You ALL deserve a shout out – so let's make this happen!

### **A huge thank you from Swaran and myself to all of you as Christmas comes hurtling towards us.**

For your dedication, your passion for what you do, your long hours, your constant pressure on those who make the rules to make things better for all those you care for, for your absolute incredible, amazing, awe-inspiring DEVOTION to what you do and how you do it, even when things are as hard as they are – you are our SHEROS and HEROS! Words perhaps are not enough but please know how much we care and respect each and everyone of you and what you do every day in your role as a care worker. Thank you!!!!

Please feel free to contact Swaran and I as your membership support team. Our joint e-mail is: [membershipsupport@scottishcare.org](mailto: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 - 18 NOVEMBER 2022

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Scottish Care hosted the 23rd annual Care Home Conference and Exhibition on 18 November 2022. This year saw a refreshed programme format, focussing on those who work in and with the independent care home sector as experts. This provided an invaluable opportunity for delegates to hear from those who play a crucial role in the design and delivery of social care, support now and into the future.

We welcomed a new conference chair - Professor Vic Rayner OBE (CEO of National Care Forum) and speakers including Humza Yousaf MSP (Cabinet Secretary for Health & Social Care), amongst many others.

The 300 delegate conference addressed key policy themes including progress towards a National Care Service, the independent review of inspection, scrutiny and regulation, and the Covid-19 Inquiry. Tackling practical challenges facing the sector including the cost of living crisis, sustainability and reform of the National Care Home Contract.

Huge thanks to all sponsors and exhibitors for supporting the sector and our event.

Find out more about the conference on: <https://scottishcare.org/care-home-conference-2022/>



# CARE HOME AWARDS 2022

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We ended the Care Home Conference with a prestigious evening ceremony for the 2022 National Care Home Awards. Joined by Michelle McManus, we were able to use this opportunity to thank the care home workforce for this continued hard work. It was an amazing evening of recognition and celebration for our deserving nominees, finalists and winners.

Find out more about our award winners and finalists on: <https://scottishcare.org/care-home-awards-2022/>



# CELEBRATING THE ART OF THE PHENOMENAL –

## SOCIAL CARE NURSING

Open to any nurses working in social  
care or supporting social care



7 March  
2023



Radisson Blu Hotel,  
Glasgow, G2 8DL



9:30 AM  
- 4:00 PM



ATTENDEES WILL GET CERTIFICATES OF ATTENDANCE FOR CPD

MORE INFORMATION ON: [WWW.SCOTTISHCARE.ORG](http://WWW.SCOTTISHCARE.ORG)

# LAUNCH OF THE SOCIAL CARE CAMPAIGN



## SOCIAL CARE CAMPAIGN

We recently launched the 'Social Care Campaign'. Scottish Care worked with members to produce the 'Social Care Campaign'. This campaign aims to raise the profile of social care in Scotland, across care homes and homecare. We hope to use the campaign as a positive vehicle for sharing good practice, information and evidencing the sector's value.

Today, we are seeing a crisis in social care like nothing we have seen before – with workforce shortages, the rising cost of living and other problems which make it increasingly challenging for sustainability.

Now is the time to #careaboutcare. We need your help to get involved in this campaign and #shinealight on the social care sector.

You can get involved by sharing your stories with us (through either written words, video or audio clips), sending letters to MSPs, pledging your

support and sharing the campaign with others. We will also be hosting an online lobby day in the New Year – more details to follow.

As part of this campaign, we are producing videos that highlight the positivity of the social care sector. We are currently looking for user-generated content for this (with the appropriate permissions) which highlights the relationships built between care home residents, homecare service users and their care workers and any activities undertaken in the sector. The guide to filming this content is available [here](#). Please send these videos to [comms@scottishcare.org](mailto:comms@scottishcare.org).

We launched a mini care home film at the Care Home Conference 2022 – you can watch it [here](#).

Information on the campaign is available at: <https://scottishcare.org/social-care-campaign/>

# CHRISTMAS IN CARE SERVICES

Once again, we come to the holiday season - this year, we asked Scottish Care members to send in their pictures of Christmas activities taking place in their care home or homecare settings.

Huge thanks to everyone who submitted images, we have compiled a few here to showcase the joy and happiness that these activities bring. We hope to use this opportunity to spread the Christmas spirit and highlight how important social care services are in keeping individuals safe, well and happy during this time of year.



## Christmas Scenes at Hector House

The team at Hector House created a Christmas scene to give residents a space to enjoy spending time with friends and family, as well as getting in the festive spirit.



## Highland Home Carers donates Christmas Shoeboxes

Highland Home Carers took part in Blythswood Care's Christmas Shoebox Appeal. The team packed 19 shoe boxes filled with gifts to be delivered to vulnerable people in Ukraine, Albania, Bulgaria, Hungary, Kosovo, Moldova, Romania and Serbia. This will truly make a difference to those who receive the shoeboxes.

As pictured is Elma Mackay from Blythswood Care receiving a shoebox from Highland Home Carers Managing Director - Campbell Mair.



## Erskine's own Santa

Pictured is "Erskine Veterans Charity's CEO, Ian Cumming, with one of our Armed Force's Veteran residents – Billy. Anyone wishing to book Billy for a Santa "flyby" should get in touch with Ian in the first instance! !





### Celebrations at Birdston Day Care and Birdston Care Home

"With Christmas right around the corner, our dedicated staff at Birdston Day Care and Birdston Care Home organised several fantastic festive parties, complete with singers, pantomime, gifts from Santa and plenty of dancing!"



## Ho Ho Ho!

### Bluebird Care Ayrshire

The team from Bluebird Care Ayrshire celebrated the festivities with their first Christmas event!



### Festive Props at Lillyburn Care Home

Lillyburn and Kintyre residents and staff had so much fun posing together for photos with festive props!





### Springboig Care Centre supports light up for charity

David McKee, Administrator at Springboig Care Centre lights up his house every year to raise funds for Queen Mother Childrens Hospital Charity, Glasgow. This is fully supported by Springboig Care Centre and brings a smile to everyone in the community.



### Balhouseie Care Group drops off winter clothes

Staff from Balhouseie Care Group in Perth joined with neighbouring businesses to donate warm winter clothes to local charity Churches Action for the Homeless (CATH).

Pictured is Gillian Drummond (Brand & Communications Manager, Balhouseie Care Group) handing over some of the donated items to David McGill, Supervisor at CATH's shop on Perth High Street.



### Bluebird Care Glasgow South & Edinburgh Christmas Jumper Day

Pictured from left to right is the the team from Bluebird Care Glasgow South's Christmas Jumper Day, followed by the Bluebird Care Edinburgh team and then their cheeky coordinator Angie.



### Heatherfield Nursing Home Christmas

"Our first Christmas Activity of the year was a visit from Milo the miniature Shetland Pony. Milo is only a year old and he visited us clad in the most adorable Christmas outfit including little shoes. He walked around all of our units meeting our residents and they were besotted with him from the off. Milo was very well behaved and stood calmly to be stroked and chatted to by our residents. He will be visiting us again on Friday 23rd December."



"This year we ran a Christmas card scheme where every resident selected a name from a pile and sent a Christmas card to that resident. It meant that each of our residents received a card from another resident from our home."

"As part of our Christmas Fayre, we had a brass band perform for us and we welcomed Santa for a visit. He visited on a one to one basis with our residents and chatted to them for a while. He asked them if they remembered the doll/car/ball he had brought them when they were young and they all remembered well. The happiness he brought cannot be described. It was a truly beautiful activity for all"



### Abbey Lodge Christmas Display

Chefs at Abbey Lodge Care Home created this magnificent Christmas cake display this year. Even the snowman is made out of cake!



### Christmas activities at Cramond Residence

The Christmas cheer is flowing at Cramond Residence in Edinburgh as with a bumper month of festive activities.

A Christmas party, a light switch-on, a bespoke seasonal menu, wreath decorating workshops and a secret Santa are just some of the activities that have been engaging residents across December, spreading joy.



### William Simpsons Festivities

Residents at William Simpsons Care Home took part in different activities, including a Christmas PJ & Hair Day and Party Night.

Residents also did some Christmas Crafts making personalised baubles for the special people in their lives, a lovely way for residents, family & friends to feel connected if they cannot be together.

Every day during December a different resident makes a Christmas Card delivery around the Home, residents and staff look forward to hearing the Christmas Post Bell ring which means there's a special Christmas delivery on its way!





### Reindeer visits Applecross Nursing Home

"We had a wonderful visit from a few of Santa's Reindeers and even some of his little helpers on Friday 25th November 22. Our residents got all wrapped up to go out and give them a visit. They had the opportunity to get up close with them and even feed them a carrot or two! Enjoy the photos for our amazing day!"



### Annandale Bed & Bath Service Christmas Celebrations

Annandale Bed & Bath Service (ABBS) recently had a Christmas get together and celebrated 3 team member's career milestones! Congratulations!

As pictured from left to right:

- Christine Good marked 10 years with ABBS on 07/02/2021
- Eleanor Rennie marked 15 years with ABBS on 01/12/2022
- Helen Riddet (marked 10 years with ABBS on 01/03/2022)



### Visiting Angelz Christmas Night

"Visiting Angelz hosted a wonderful Christmas night for our staff, service users and their family members at Inchinnan Cruising Club on the 10th of December. We provided excellent meals, drinks and more and had great music and raffle prizes. A fantastic night was had by everyone!"

# UPDATE FROM THE CARE INSPECTORATE

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**Jackie Irvine**  
Chief Executive  
Care Inspectorate



At this time of year, it is only natural to both reflect and to look ahead. I want to take this opportunity to thank Scottish Care members and colleagues for the commitment and compassion you have continued to demonstrate over this past year. I was delighted to speak at your recent Care Home Conference and to see for myself just how dedicated you remain in providing the best possible care in such challenging times. I want to reassure you that collaboration and partnership will continue to be central to our work to both support services and those experiencing care.

The conference theme - More than four walls - has never been more relevant, particularly as we recover and learn from the experiences of the pandemic, whilst simultaneously dealing with the current challenges that we face. During Care Home Day this year, Scottish Care posed the question – What do you wish people knew about care homes? - and the response was clear: that they are more than (just) four walls. From what I saw and heard, the conference aimed to change the misunderstandings and misrepresentations in the care home sector and to make real and meaningful change.

Although the policy landscape around us

will continue to work with you as we follow developments around the proposed National Care Service, the Independent Review of Inspection, Scrutiny and Regulation and the National Improvement Programme. The Care Inspectorate is committed to contributing to these developments and in helping to shape the National Care Service to support people to access and experience the care they need across Scotland. I believe it will be important to promote quality and consistency of care, support provision for all and to ensure that those experiencing care are at the heart of these developments.

Thank you for your contribution to the development of our corporate plan for 2022-25, which sets out our vision and ambitions for the coming years. You helped to shape this along with other organisations and those who experience care, their families and carers. The corporate plan is an important roadmap for how we continue to support recovery and wider reform and how we respond to challenges such as staff recruitment and retention, the cost of living crisis, rising energy costs and the impact of these on providers and people who experience care. You can learn more about our corporate

plan at <https://www.careinspectorate.com/index.php/news/6664-care-inspectorate-corporate-plan-2022-25-published>.

Underpinning our corporate plan is our new Scrutiny and Assurance Strategy, which is currently being developed and which will focus on the safety, protection and wellbeing of people who experience care. It will promote and support safe care, uphold and protect human rights and highlight approaches to inspection and scrutiny that are designed to support services to improve by signposting to good practice, providing professional advice and encouraging the sharing of experience and good practice.

Our new Quality Improvement and Involvement Strategy 2022-25 also sets out how we will support social care and social work in Scotland to improve outcomes for people who experience care. This includes enabling and supporting providers to deliver high quality, consistent services, bringing providers together around key improvement themes and challenges, sharing good practice and recognising success.

Reflecting on the past year, I want to highlight our Growing a Good Life programme. Through this, we are working with providers and others to facilitate improvements in practice within care services that lead to improved outcomes for people. I think this underscores the theme of your conference and the many ways in which care homes contribute positively to people's lives, to health and social care, to society and to the future. The vision of this programme is to ensure that people experiencing care can live well and flourish and the staff supporting them have access to resources, the right support and shared learning.

May I take this opportunity to wish you a peaceful and compassionate festive period with your loved ones and I look forward to working with Scottish Care and its members in the new year.

*Jackie*

**MEMBERS WEBINAR**

# SCOTTISH CARE WEEKLY SURGERY

 **Every Tuesday**  
11:00 am

 **Zoom**

**JOIN VIA OUR MEMBERS AREA**

# THE SSSC REGISTER IS CHANGING

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**Maree Allison**  
**Acting Chief Executive**  
**SSSC**

**Significant changes to the SSSC Register will take place over the next 18 months as part of their Future Proofing Programme. SSSC Acting Chief Executive, Maree Allison, tells us what's ahead.**

It's a year since the SSSC launched a 12-week consultation on our proposals to change our Register and ask about qualifications for registration, with a view to creating a Register that is fit for the future.

Following our consultation and further in-depth engagement with key stakeholders from social work, social care and children and young people services our final proposals were approved by the SSSC Council at the end of November.

## **What are the changes?**

Thanks to the constructive feedback we received during the consultation and stakeholder engagement we made some changes to our initial proposals, which we think will make SSSC registration more straightforward and easier to understand.

The changes also aim to help people understand the benefits and value of being registered with the SSSC and the standards, skills and



qualifications the workforce need to deliver high quality care to some of society's most vulnerable citizens.

## **SSSC Register**

We'll reduce the number of Register parts from 23 to four: Social Workers, Social Work Students, Social Care Workforce and Children and Young People Workforce. We'll still record the type of service and job role, for example support worker in a care home.

Staff starting a new role will have to apply for registration within three months of starting and be registered with the SSSC within six months.

Registration will change to be ongoing with an annual declaration and fee, instead of registrants renewing registration every three or five years.

We'll include more information on the public Register, including specialist qualifications for social workers and fitness to practise information on conditions, which is currently available elsewhere on our website.

## **Qualifications**

To allow more flexibility for moving job roles, we'll accept our main benchmark qualifications for additional Register parts with the same SCQF level requirements.

The time given to achieve a required qualification for SSSC registration will reduce from five years to three years, with the exception of new registrants with no recognised qualification

joining as a supervisor, manager or residential childcare worker.

We'll create a new practitioner level on the Register for housing support/care at home with the qualification requirement being Social Service and Healthcare at SCQF level 7.

### **CPL and return to practice**

We'll consult with stakeholders to design a new model of continuous professional learning (CPL). This will include mandatory skills and knowledge.

We'll develop a return to practice standard for social workers based on how long they've been away from practice.

Return to practice requirements for other groups

of registrants will be in the revised CPL model.

### **What happens next?**

We are working on detailed plans for implementing the changes over the next 18 months and will involve people working in social work, social care and children and young people services and employers throughout the changes. Look out for details and timescales in our newsletters and website.

We're also continuing work on the Codes of Practice review and plan to consult on the updated Codes next spring.

We are due to complete the changes to our Register, qualifications and the Codes of Practice in 2024.

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# HAVE YOUR SAY ON INSPECTION, SCRUTINY & REGULATION

The Independent Review of Inspection, Scrutiny and Regulation (IRISR) across social care support services is currently calling for evidence from stakeholders on their experiences.

The IRISR launched in October 2022 and is chaired by Dame Sue Bruce, who spoke at Scottish Care's 2022 Care Home Conference. It is independent of Government and will run to June 2023, when it will publish a report.

The Call for Evidence has been extended to 13 January 2023 and we encourage members to share their views directly where possible.

Scottish Care will also be submitting a response – if you'd like to find out more or share comments for incorporation into our submission, please email [becca.young@scottishcare.org](mailto:becca.young@scottishcare.org)

The Call for Evidence can be viewed here: [Social Care: Independent Review of Inspection, Scrutiny and Regulation in Scotland - call for evidence - Scottish Government - Citizen Space \(consult.gov.scot\)](#)

Scottish Care is also liaising with the Review team to identify opportunities for direct online engagement with Scottish Care members in the New Year and we will make dates available as soon as possible.

# ROYAL COLLEGE OF NURSING UPDATE

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**Carol Dale**  
**Lead Nurse for Independent Health &  
Social Care**  
**RCN Scotland**



Statistics published recently in a report from the Care Inspectorate and the Scottish Social Services Council on nursing vacancies in the care sector make difficult reading. With 60% of services reportedly failing to recruit nursing staff - up 14% on December 2020 figures - and 16.2% of full-time nursing posts vacant - up from 8% in 2020 – nurse staffing is increasingly a serious problem for the sector.

As the recently appointed Lead Nurse for Independent Health and Social Care at the RCN in Scotland, I know that managers and care home providers have been concerned about staffing for a long time. I am an experienced nurse and have worked in the NHS, the independent sector and third sector. I have experienced first-hand the challenges that the care sector faces every day.

I have always been passionate about working in the independent health and social care sector. Nursing staff working in the sector are highly skilled and knowledgeable. They need to keep developing their knowledge and skills as the nursing needs of our ageing population become increasingly complex. Typically, for example, a service user in older people's care is 85 years

communities. Nursing staff are in a unique old, lives with multiple medical conditions and is taking seven or more medicines.

Factors such as the Covid-19 pandemic and Brexit have exacerbated staffing problems in the sector with many colleagues returning to their home countries. The cumulative effect of the pandemic has had an unprecedented impact on health and social care services. Now, more than ever, we need to realise the value of our nursing workforce in all sectors.

Recognising the role of nursing is vital for ensuring that those using services receive care that is high quality, safe and appropriate for their needs. The best way to ensure nursing input is to have the required skill mix, including Registered Nurses, employed directly by the care home provider, rather than relying on overstretched community nursing services. Something we have made clear in our response to the Scottish government's plans for a new National Care Service.

Whatever your view on the National Care Service proposals, any radical structural change is entirely dependent on having the right workforce

to meet the increasing clinical need in Scotland's position to deliver the required level of clinical care. If plans to create a National Care Service progress, it needs to work alongside the NHS helping people to stay well, be supported in the way they want to be, where they want to be, while respecting their rights.

Simply put, the RCN believes that the Scottish Government must increase investment in care services to enable providers to employ more nurses, achieve and maintain safe staffing levels

and ensure nursing teams have the correct skill mix.

For the Royal College of Nursing, it is a priority to champion the value and contribution of nursing staff who work in the care sector. We at the RCN know that care providers recognise and value the contribution nursing staff make every day in the wide variety of settings in the independent health and social care sector. We want to work with care providers to represent that contribution more effectively.

## NURSING SUPPORT WORKER DAY 2022

RCN Scotland celebrated a very successful Nursing support worker (NSW) day on the 23rd November. Nursing support worker day is an annual event celebrating NSWs and the contribution that the role plays within health and social care. This has been the 3rd year of celebrating this important occasion and we would love to encourage more workplaces to get involved next year. You can read more here- [Nursing Support Workers' Day | Campaign with us | Royal College of Nursing \(rcn.org.uk\)](https://www.rcn.org.uk/campaigns/nursing-support-workers-day).



*All care staff at Boclair Care Home, Glasgow, received a small gift bag with hand cream to nourish hard working hands, a pen with sparkles to let them all know they are shining stars, love heart sweets with inspirational quotes on them to mark the day, and individual cards thanking them for being part of the Boclair team!*

Our team were delighted to support celebrations across Scotland and hear some wonderful stories about how workplaces were marking the day. We also launched a podcast episode, which focusses on the NSW role. You can listen here- <https://megaphone.link/PMO3510429447>



*Staff celebrating with cake on NSW day at HC One Fullarton Care Home in Irvine.*



*Staff at Greenan Manor Care Home in Doonfoot Ayr, enjoying the thanks from their nursing staff colleagues, with a thank you board, RCN goody bags which contained a raffle ticket too!*

# CARE LEADER SCOOPS UK CARE LIFETIME ACHIEVEMENT AWARD

Lynn Laughland, Managing Director of HRM Homecare was announced the winner of the Lifetime Achievement Award at the recent Leaders in Care Awards.

The Leaders in Care Awards took place on Tuesday 11 October in Birmingham, celebrating the achievements of care providers in the UK and the suppliers that serve them. This event is organised by the Care Home Professional and Home Care Insight, sponsored by Radar Healthcare. The judging panel was made up of: Dr Jane Townson, CEO of Homecare Association; Kathryn Smith, CEO of the Social Care Institute for Excellence; Professor Martin Green, CEO of Care England; and Vic Rayner, executive director of the National Care Forum.

The Lifetime Achievement Award honours an inspirational leader who is dedicated to driving improvement and positive change in the social care sector.

After demonstrating an enormous interest in care in the early stages of her career, Lynn had graduated a significant seven times in care disciplines before going on to launch her own business.

Fast forward, Lynn is now the head of an award-winning care service covering a vast area of Scotland.

Lynn's understanding, care, and kindness has been instrumental in creating opportunities for growth and collaboration within care. She will forever embrace the concept of lifelong learning, and her personal experience has been essential towards influencing transformation.

Lynn is highly motivated, selfless, and ultimately,



a perfect role model for everyone working in care.

This is an great achievement for Lynn to be recognised by her peers not just in Scotland, but throughout the whole of the UK.



# INFORMING OPTIONS IN HOMECARE

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**Mike Collier**  
**Managing Director**  
**Plus Homecare Ltd**

**Choice in care for older people is all very well, but they must be made aware of the options that are available to them**

For people who find themselves in need of care in the twilight of their lives, and for families who want to support them in their care journey, embarking on a particular course of action may be the most important decision they ever make.

However, though it is crucial at this stressful time to make informed choices, many people do not fully understand which elements of care are which, or where to go and who to speak to in order to get the best impartial advice.

It is more than eight years now since Scotland made a first attempt to put the voice of the supported person at the heart of care processes with the passing of the Social Care (Self-directed Support) (Scotland) Act 2013 (SDS).

It was intended to deliver choice and control when accepting support, with agreement about individual outcomes and a range of options to achieve these outcomes if people were assessed as having identified needs and requiring a budget.

The Act imposed a duty on local authorities to take reasonable steps to facilitate a supported



person's dignity and involvement with the community and to explain the nature and effect of the four options available to them, which are:

- A direct payment to individuals to allow them to manage their own budget and procure their own care provider.
- The supported person chooses their own provider, but opts for a third party such as a local authority to manage their budget.
- The local authority or someone on their framework manages both the budget and the support provision, which was essentially the status quo ante.
- Lastly, a mix of all these.

Well-intentioned as these provisions may be, increasingly across the country social workers who are in place to advise clients are not even mentioning these options when they go to do assessments and, as a consequence, people remain in ignorance.

There has been intensive scrutiny by a number of agencies of SDS since it was implemented, mostly concluding that it had not yet been fully implemented and that its potential was not being realised.

Inconsistent knowledge across the workforce has been highlighted, which may explain the silence of social workers about the system, and it has been suggested that traditional care culture has been difficult to shift.

Certainly, option three – that is, direct delivery of services by the council, which prevailed before the Act – remains the dominant kind of provision and research shows that failure by social work

staff to discuss the options is a common issue.

Most people would not of their own volition choose to go into live-in care and more needs to be done within the limitations of SDS to highlight alternatives such as domiciliary care, which enables older people to maintain a level of independence while staying in their own home.

In this milieu, professional carers can assist with meals, cleaning, shopping – and simple companionship – at a time and duration of the client's choosing. It provides a sense of stability and normality which can be beyond value.

The main thing is for people to have a choice, and to be aware of the choices available to them. Speaking to a practicing care professional is often the best first step towards the right decision.

This is sometimes known as an hours service, since clients can choose the time carers are with them, in contrast to unpredictable, rushed and short home visits offered by councils which are under significant financial and resource constraints.



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# SCOTTISH CARE LEGAL RESOURCES SELECT GROUP

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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](mailto:fiona.white@scottishcare.org).



## **Burness Paull LLP**

We are a law firm with a Scottish heart and a global mind. Headquartered in Edinburgh, Glasgow and Aberdeen, we are a full service law firm, providing legal services to clients in Scotland, the UK and internationally. With 74 partners and over 550 people, we are resourced in every sector important to the Scottish economy – financial services, banks, private equity, property & infrastructure, public sector and food & drink, oil & gas and more.

Our dedicated lawyers support clients' ambitions across 80 different jurisdictions, and while 60% of our business is international, we're 100% independent. We have both Scottish and English qualified lawyers, many of whom have worked in magic circle and US firms in the City of London.

0131 473 6151 / 07771 981 229

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<https://www.burnesspaull.com>

## **Brodies LLP**

Brodies LLP is a UK Top 50 law firm and the largest law firm headquartered in Scotland measured by income, independent legal directory rankings, and lawyer numbers.

With more than 700 people working across all legal specialisms from our locations of, Aberdeen, Brussels, Dingwall, Edinburgh and Glasgow, we are able to support our clients in both the delivery of strategic projects and transactions whilst also providing all of the legal expertise these need to perform their day to day operations and to deal with any challenges (direct or indirect) they may face.

We advise clients across all key sectors in Scotland and the UK, including health and care, public, energy and infrastructure, banking and finance, education, charities and third sector, construction, real estate, technology and food and drink.

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### **BTO Solicitors LLP**

BTO Solicitors LLP is an independent and well-respected Scottish law firm with offices in Glasgow, Edinburgh and Helensburgh.

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BTO is recognised in Scotland as a leading firm for Regulatory matters, with “unrivalled experience” (The Legal 500) and a firmly established reputation for conducting Fatal Accident Inquiries, Public Inquiries and the criminal defence of prosecutions. With two former prosecutors within the team, we are perfectly placed to advise you during this challenging time; whether it be in the Regulatory context (both corporate and individual) or for any employment law aspects. With dedicated experts in every field, clients can be assured of BTO’s exemplary advice and level of service.

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### **CMS Cameron McKenna Nabarro Olswang LLP**

At CMS, we’re in it for the long term. Long term relationships with our clients. Long term investment in our people. Long term contributions to our communities. This means we have built a cohesive and market-leading team of experts in Scotland’s key industry sectors.

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Davidson Chalmers Stewart is an independent commercial law firm focused on the needs of businesses and organisations across Scotland.

As experts in the Health and Social Care sector, our specialist lawyers are recognised as leaders in their fields. We provide an extensive range of legal services tailored to the specific needs of our care sector clients. Areas of specialist expertise include regulatory, data protection and information law, corporate, real estate, dispute resolution, employment and environmental law.

We are trusted by clients of all sizes and we pride ourselves in providing clear, practical and commercial advice with a personal touch. Our commitment to pricing transparency and choice sets us apart and we offer special dedicated rates to Scottish Care members, helping you to manage your business challenges and achieve your business objectives.

For more information about how our expert legal team can help please visit the dedicated Social Care page on our website or contact Laura Irvine.

0131 625 9069 / 07584 637412

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<https://www.dcslegal.com>

# SCOTTISH CARE PREFERRED SUPPLIERS

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](mailto: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](http://www.scottishcare.org/preferredsuppliers)

## GOLD TIER SUPPLIERS

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### Citation

From staff mental health and wellbeing, and tricky HR issues, to infection control, risk assessments and visiting arrangements, we can help you operate both safely and compliantly.

From former care home managers to ex-inspectors, our experts can help with your Health & Safety, HR and Employment Law, and Care Inspectorate Compliance – areas which you know are as important as ever to keep on top of.

With exclusive discounts for Scottish Care members, support includes a dedicated local consultant, a 24-hour expert advice line, and full legal documentation. Clients also benefit from Atlas (your personal cloud-based management tool), CPD-certified e-learning, Care Inspectorate Pro (a digital application allowing you to collate evidence of regulatory compliance) Care Mock Inspections, Care Policies & Procedures templates, and more.

We invest to make our clients' lives easier when it comes effective compliance management to free up valuable time to help them concentrate on other business areas through the provision of practical, real time support at all levels of the employee lifecycle. Our care clients can invest the time, money and stress saved doing what they love: caring for their people and growing their business.

Contact us today to discuss how we can support you.

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### Clan Contract Interiors Ltd.

We offer a 10% discount to all Scottish care members. Celebrating our 25th anniversary this year, Clan Contract Interiors are delighted to be a new gold tier ambassador for Scottish Care!

As a long term supporter of Scottish Care, Clan Contract Interiors are well versed in advising both new and existing clients, on all the most up to date guidelines, and products available, when it comes to fabrics and furniture for use within the Care sector. We ensure that we are kept up to date by our extensive network of suppliers, to allow us to assist our clients, with the supply of the correct products, across many areas of care including Dementia, High Dependency, Bariatric and Challenging Behaviours to name but a few.

At the heart of our continued success, lies the relationships with our loyal clients, that date back some 20 years plus. Our expertise and advice are both trusted and reliable, and many of our clients regularly contact us for help when purchasing and even sourcing items. Our services include design scheme boards, supply and installation of all flooring, made to measure curtains & blinds, bed linen, towels & table linen, wall coverings, lighting and the supply of a wide range of bedroom, dining and lounge furniture.

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### Quality Compliance Systems

Quality Compliance Systems (QCS) is the leading compliance management system for the care sector. QCS provides over 130,000 care professionals with access to the most comprehensive set of customised policies, procedures and compliance toolkits, enabling users to stay compliant with the latest regulatory requirements.

With over 350 customised policies, procedures and compliance toolkits, QCS customers can be safe in the knowledge that they will always be up to date with any changes to legislation, regulation and best practice whatever happens.

Over 2,700 dedicated pages are reviewed and updated regularly in line with legislative and regulatory requirements, and best practice guidelines, by a team of experts. Instant updates are delivered digitally, 24/7, via the online management system and the QCS App.

Scottish Care has built a long term partnership with QCS to offer our customers a reliable compliance system with toolkits and resources around audits, planning, recruitment and much more, that allow care businesses to follow best practice and offer outstanding care.

To find out more about how QCS can support your team and your business visit [www.qcs.co.uk](http://www.qcs.co.uk) or call 0333 405 33 33 to sign-up for a FREE no-obligation Trial.

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### Visioncall

Visioncall are here to help individuals see better and live better. We are a leading eye care provider to the UK care home sector, assisting those most in need with our holistic approach to eye care for over twenty years.

Visioncall are proud to continue to assist our patients and care home partners throughout the pandemic as part of the NHS remobilisation plan, providing essential and emergency eye care visits to promote good eye health and enable a better quality of life for individuals. We have implemented a strict infection control and prevention policy to ensure our patients, care home staff and clinical teams are protected during each visit.

Please visit [www.vision-call.co.uk](http://www.vision-call.co.uk) for more information.

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#### apetito

apetito are the leading experts in serving nutritious, delicious meals for older people. We help care homes overcome their catering challenges by reducing costs, guaranteeing tasty food and improving residents' dining experience.

All our meals are packed with quality, nutritious ingredients and are created by our talented team of in-house chefs and dietitian to guarantee that they are as delicious as they are nourishing. With over 200 delicious dishes to choose from, we cater for all tastes, dietary and cultural preferences.

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Alarm Radio Monitoring (ARM) have been manufacturing and installing wireless nurse call and staff alarm systems for over 28 years. ARM's wireless systems are quick and easy to install, with minimum disruption to residents or staff. To help prevent the spread of infection, call points incorporate anti-microbial additives and resident handsets are IP67 rated to enable dip sterilisation. Call logging software keeps a full audit trail of events and allows management reports to be viewed/printed. Systems are designed to meet your requirements and supported by a dedicated team in Scotland, plus free 24/7, engineer manned, telephone support.

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Burns Gym is a family run business which specializes in scientific evidence-based functional exercise classes for residents in care homes. These sessions are vibrant, energetic and results-driven. The sessions are delivered via the zoom platform which enables a cost-effective business model which is appealing to our client base. We work with HC-One, Care UK, The Holmes Group, Oakminster and many more. Our mission is to deliver these sessions to as many care home residents in the UK as possible!

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As a market leading care home medicine provider, Boots has over 30 years' experience providing medication and support for your residents. To help you meet regulator's standards we offer Pharmacist Advice Visits, including antipsychotic medication audits where appropriate, and a range of training topics through Boots Care Learning. We work with industry-leading eMAR providers to bring you the best eMAR solution to suit your needs. Boots want to make it easy for you to give an effective, safe and efficient service, so we provide you with the tools and support required to help in the delivery of person centred care.

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**We set up Care App Solutions Ltd in 2016 to develop solutions to improve people's lives.**

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CareLineLive's cloud-based all-in-one home care management software digitises a home care agency's workflows.

CareLineLive helps home care agencies improve efficiency and capacity with easy care management and automated processes such as rostering, invoicing and payroll, saving time and money.

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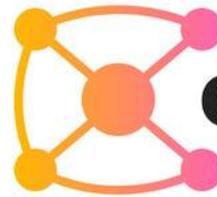
We will assess every aspect of your business to enable us to understand the type of contract which is right for you. With decades of experience in the industry, you can be sure that we will do everything in our power to do the right thing by your business.

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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.

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### 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.

Steve Wilson - 07966 279866  
[steve@focusbusinessconsultancy.co.uk](mailto:steve@focusbusinessconsultancy.co.uk)  
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### 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.

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### 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.

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### Nuline Medical

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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.

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### Nourish Care

Nourish Care is a digital care planning provider offering a flexible platform that can be tailored to your care service's needs, whether you're one residential care home or a larger care group.

Nourish works with over 2,500 care services within residential, nursing, learning disabilities, dementia, supported living and other care settings.

With powerful built-in features such as reporting and analytics, custom interactions and personalised timelines, everyone within the circle of care is continually informed, giving more time for face-to-face, person-centred care.

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[sales@nourishcare.co.uk](mailto:sales@nourishcare.co.uk)  
<https://nourishcare.co.uk/>



### Omnicare Pharmacy

Omnicare Pharmacy are a group of 12 independently run pharmacies based in the Lothians and Fife, founded in 2004 by Christopher Freeland and Dara O'Malley. We aim to provide the highest standard of pharmaceutical care to the local communities we serve and are proud to be Care Service Specialists. Our dedicated Care Services team with more than 30 years' experience is available to advise and provide direct support when addressing challenges or implementing changes.

07553 377985  
[Kimberley@omnicarepharmacy.co.uk](mailto:Kimberley@omnicarepharmacy.co.uk)  
<https://www.omnicarepharmacy.co.uk/>



### Person Centred Software

PainChek® is the world's first regulatory cleared medical device for the assessment of pain, enabling best-practice pain management for people living with pain in any environment, including those who cannot reliably self-report their pain, those who can, and those who fluctuate between the two.

The PainChek® app combines PainChek's AI pain assessment tool, which intelligently automates the multidimensional pain assessment process, with the Numerical Rating Scale (NRS). This hybrid functionality allows accurate, consistent pain assessment at the point of care, whether a resident or patient can or cannot self-report their pain.

03335 773397

[tandeep.gill@painchek.com](mailto:tandeep.gill@painchek.com)

<https://www.painchek.com/uk/>



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

### 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](http://www.personcentredsoftware.com).

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[www.personcentredsoftware.com](http://www.personcentredsoftware.com)



### 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](mailto:grahamconnell@posltd.net)

[www.posltd.net](http://www.posltd.net)



### 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  
[michelle@qintil.com](mailto:michelle@qintil.com)  
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### Rock Compliance

Do you need support with air and water compliance? Be it legionella risk management, kitchen extract cleaning or fire damper drop testing, Rock Compliance offers all these services and more under one roof. This means that with just a single phone call to us, we can solve all your compliance needs.

We are built on three fundamental values:

- Minimising risk – Investigating the root causes of any non-conformances identified by our operations team and actively working with you to eliminate them, thus minimising risk and saving you money by driving down the cost of compliance
- Delivering compliance – Documenting where we have resolved compliance gaps and regularly quantifying and communicating this success
- Making it simple – Always finding ways to make it easy to do business with us by, for example, providing clear and easily understood reports

Rock Compliance – proud to work with Scottish Care and its customers.

07904 685065  
[sallywilliams@rockcompliance.co.uk](mailto:sallywilliams@rockcompliance.co.uk)  
<https://www.rockcompliance.co.uk>

### 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](mailto:bev@redeemexchange.eco)  
[www.redeemexchange.eco](http://www.redeemexchange.eco)



### 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](mailto:paul.mann@spearheadhealthcare.com)  
[www.spearheadhealthcare.com](http://www.spearheadhealthcare.com)



## 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](mailto:contact@sekoia.co.uk)  
[www.sekoia.co.uk](http://www.sekoia.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  
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[www.strategicthinking.online](http://www.strategicthinking.online)



## 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  
[info@staffscanner.co.uk](mailto:info@staffscanner.co.uk)  
[www.staffscanner.co.uk](http://www.staffscanner.co.uk)



## 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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[www.surecert.com](http://www.surecert.com)



### 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](mailto:scott@thaincommercial.com)  
[www.thaincommercial.com](http://www.thaincommercial.com)



### 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](http://www.umbrellainsight.com)



### The Nursing Partnership

Award winning Grade 5 health and social care agency supplying staff across Scotland to the public, private and third sectors. The only Agency in Scotland on the frameworks for all 32 local authorities and 14 health boards. Working in partnership to provide a staffing solution that is tailor made to your needs and the needs of your service users.

We supply Nurses, Care staff, Social Workers, and Support staff into a variety of settings including hospitals, care homes and residential. We also provide specialist support in areas of individuals with learning needs, alcohol and substance dependencies. Please contact us to discuss.

0141 212 6565  
[moneill@tsccp.co.uk](mailto:moneill@tsccp.co.uk)  
[www.thenursingpartnership.co.uk](http://www.thenursingpartnership.co.uk)



### 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](mailto:wcampbell@utility-aid.co.uk)  
[www.utility-aid.co.uk](http://www.utility-aid.co.uk)



### **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](http://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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