



# Scottish Care

Voice of the independent care sector

Issue 90  
Spring 2023

# BULLETIN

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# EDITORIAL

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BY DR DONALD MACASKILL, CHIEF EXECUTIVE



Sitting down to write this my television screens and newspapers are full of the battle for the leadership of the SNP and for the role of the next First Minister. I am not going to go anywhere near the detail of what has to date been a set of somewhat acrimonious and bitter exchanges but I would want to suggest that whoever wins this election needs to provide the social care sector with a refreshing breath of focus and priority.

Social care over the last few months and indeed before has continually been presented by political leadership as a sector there to provide a safety net for the NHS. Such a narrowed, limited understanding of the vital role of social care has and continues to cause huge damage to the sector. Scottish Care regardless of who happens to occupy the settees of Bute House will continue to argue and advocate for the criticality of social care, the importance of listening to the voice of those who provide, work in, and use social care services, and the urgent need for realistic financial and resource investment. As part of that continual campaign – and you will hopefully be very aware of the Scottish Care Campaign which is currently under way – we will continue to argue for the importance of recognising the centrality of the social care workforce and that merely tinkering on the edges of concern – a new media campaign, a slight adjustment to requirement here or there, a political statement declaring appreciation – will do nothing when the elephant in the room is the lack of value and reward we

give the backbone of all our services. We need leadership that doesn't hide behind rhetoric but hears the reality of a poverty based social care workforce and sector

Leadership whether it be of a political party or a nation, is not something which can be played at or pretended, it must be authentic and real, in good time and in ill. The social care sector in Scotland desperately needs political leadership, which is mature, serious, and grown up about the crises of social care.

As I look out the window the daffodils are finally coming through against the spring frost – my hope is that there will indeed be a spring of renewal and revitalisation for our care homes, homecare, supported housing and day services and that we get political leadership which understands our sector and prioritises it – but regardless of such re-birth I can assure you that we at Scottish Care will continue the struggle in season and out, regardless of who leads us politically.

*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



# MEMBERSHIP SUPPORT UPDATE

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**Swaran Rakhra**  
**Membership Support Manager**  
**Scottish Care**

Hello everyone! Swaran here with a Membership Support Update for the latest edition of the Bulletin. It's either I'm getting old and time appears to be flying by, as it was only Christmas recently wasn't it?

With springtime here, I hope that we can shake off the cold and wetness of winter and all it had to throw at us, and look towards the future with hope and a renewed vigour and vision as we get nearer to longer days and later evenings, and a wee bit of warmth and out of the dullness of grey days.

I know for many of you that contact Stef and I, it's been a hard slog for you over the past year, as you deal with the cost of living increases which impact upon the day to day running of your services and worry where the next penny comes from and whether you can afford to remain open. Recruitment and Retention is such a massive challenge for the whole social care sector as through osmosis the term "we train you gain" has never been as accurate, as our staff leave and move to the local authority or NHS where terms and conditions are much better and they are offered better pay rates than we get offered in the social care sector.

There is much talk about the importance of social

care from the media and our politicians, however they never appear to back it up with appropriate funding. To quote Donald our CEO when he was on TV on BBC Debate Night early February, the iniquity of the NHS being offered 7.5% and we in the social care sector being offered around 3.5%. You don't need to be a betting person to guess where staff will go to for work. Who can blame them? How can we attract staff to work for us, and for society to value the work that we do in social care, if the politicians and those in power make decisions like this!

Delayed discharge issue clearing hospital beds so folk can go back home or into care, with extra funded care packages, wonderful idea and sure we would all clap along to that, but are we being offered the proper funding and resources to make this happen? Are we to knit the staff required to make this happen? There must be parity with the NHS and local authority pay rates and T&Cs. I wish politicians would stop being so short sighted!

With so many challenges affecting the social care sector, we realise it is difficult to try and rise above it all, but our role within Scottish Care has been to advocate for you and support you as much as we can and that is never truer than at this difficult time. You are not a lone voice shouting in the wilderness, but a large important collective, a wee bit like the Borg in Star Trek, one voice, one thought to assimilate everyone to the idea and importance of social care.

So, what have we to look forward to as members of Scottish Care in this year of 2023?

Here's a summary of events and information hosted by Scottish Care over the next few months and much more information will be

found on our front pages and members section of our Scottish Care website. I'm tired just reading it and that's not everything!

- Fortnightly Surgeries every second Tuesday at 11am for ALL members
- Donald's 2 weekly updates
- Weekly blogs
- Webinar sessions
- 3 weekly E-bulletins
- Online quarterly Bulletin (which you are reading right now)
- Monthly Workforce Matters update from Caroline Deane, Workforce and Policy lead.
- Two Regulatory Forums for ALL members hosted by Caroline Deane
- Strategic Nursing Group meetings hosted by our Nursing Lead, Jane Douglas
- Care at Home and Housing Support Conference - 19th May
- AGM - 21st June in Glasgow
- Global Ageing Network Conference Glasgow - 7th & 8th September followed by a World Ceilidh
- Branch Chairs hosting regular meetings throughout the year in your locality
- Our Independent Sector Leads (ISL's) in your locality working with and alongside you
- And much more..... So please look out for our e-mails and website updates

Scottish Care are very involved at strategic levels with the movers and shakers such as the weekly ministerial group meetings. Please be assured

that we listen to issues at our surgeries, listen to members who contact us, listen to branch chairs as they gather the top 3 areas affecting you as members... we are listening (I sound like Frasier) and we are also advocating on your behalf.


That's where we need your support. We have various events as above coming up and we need to be united as one strong group of social care providers. Please take part in the social care campaigns, please support us at the various conferences and events, and support us at the surgery and webinar sessions, and importantly attend the branch chair meetings as they are crucial in hearing what's impacting YOU in your locality!

Without YOU, Scottish Care would not exist and together we are stronger as we face yet another challenging year!

As always, please feel free to contact Stefanie 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!

Swaran Rakhra  
Membership Support Manager

 @RakhraSwaran



## 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).

# WORKFORCE MATTERS

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**Caroline Deane**  
**Workforce Policy & Practice Lead**  
**Scottish Care**

## **The Social Care Workforce – Compassionate Leaders in Care**

There is a lot of emphasis being placed on compassionate leadership and its importance with a growing realisation that this leadership style is supportive, nurturing and gets the best out of employees. A quick glance at social media platform LinkedIn reveals no shortage of leadership quotes promoting leaders whose most important role is to truly listen to their staff. A good leader could be described as endeavouring to make the workplace a welcoming environment where people feel confident to share their thoughts and all opinions are respected and considered.

Since Covid-19 workplaces for many have changed and employers are expected to be more flexible with working hours and shift patterns to give staff a more equal work and life balance. This is not new to social care employers particularly in the Independent Sector where they have for many years offered greater working flexibility to potential new recruits. As wages are and have been historically lower for those front-line workers, care managers have worked with their staff members to accommodate childcare needs, other employment commitments and family responsibilities to create flexible work rotas that may not be provided elsewhere.

As a result of this, social care managers have developed quite unique leadership skills due to the many layers of complexity and challenge they face on a day to day basis delivering social care services. Many care managers certainly over recent years have been delivering hands on care due to staff shortages in both care at home and housing support and in care homes. Although not sustainable, this can give an opportunity to experience the same issues as their staff and get invaluable insight to any problems that arise. The need to be as flexible as possible means that care managers have needed to communicate well with their employees and many managers talk of having “an open door policy” to all staff to encourage sharing of concerns.

The role of a care worker also holds many of the same leadership qualities when providing care and support services as it is of utmost importance that a care worker is non judgemental and has respect for individual choice. A care worker is essentially working in co-design with those they support when creating and writing an outcome-based care and support plan. In addition, part of a care worker's role is to actively listen and as they are the ones who see people every day are expected to observe and raise any concerns including changes in health and wellness.

It is the combination of all these qualities that make social care workers at all levels compassionate leaders in the job they do every day. The first three underpinning principles set out in the Health and Social Care Standards are to treat people with dignity and respect, to be compassionate and to be inclusive. When compared with those of compassionate leadership qualities which include attending (being present), understanding, empathising, and helping, they very much align. Let us also not forget that every year the vast majority of care services receive an inspection from the Care Inspectorate and are then graded on how well they evidence that these standards have been

met.

This is why the social care workforce has so much to offer, staff at all levels model compassionate leadership qualities in their everyday roles and interactions with colleagues and the people they support. These are often leadership qualities that are not present in those key stakeholders who are supposed to be developing strategic vision and policy for the social care sector. It is difficult therefore to witness the continued underestimation of the social care workforce and what they can achieve

truly given parity of focus and appropriate financial support. Recent wage announcements across health and social care have again underscored the lack of respect, compassion and understanding those in power have for the social care sector. Perhaps it is time for some reflection on the type of leadership behaviour that is being modelled to the social care workforce.

Caroline Deane  
Workforce Policy & Practice Lead

 @WorkforceMatte1

# BANDRUM NURSING HOME ACTIVITIES

Huge thanks to Rachel Payne from Bandrum Nursing for sharing some photos for this edition of the Bulletin.

Some amazing photos of Bandrum taking part in the Social Care Campaign and opening their new unit.

Residents Tommy and John then took part in a photo shoot in their sensory garden as Bandrum Models.

And Rachel, one of the younger residents celebrated her birthday in a photo with their General Manager, Katharine.





# TAPPING FEET

A DOUBLE TAKE ON CARE  
HOMES AND DEMENTIA

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## **Andy Irvine MBE**

*“One thing I learned on my visits to Norman’s care home was how sporting memories are no different from old songs in lifting spirits.*

*Since Norman was my mentor in so many ways, I felt a host of different emotions on my visits. Sadness is a feature of care home life but, for me, Tapping Feet serves as a wonderful reminder of the lighter moments.”*

## **Sean Black, Managing Director at Thorburn Manor:**

Tapping Feet, a Double-take on Care Homes and Dementia, is a book based on one of our former residents, Norman Mair, a Scottish rugby player who stayed in our care for two years.

Thorburn Manor will be easily recognisable among the pictures even if the book adheres to the usual recommendations in changing the names of places and the people involved (this does not apply to members of the Mair family).

At Thorburn Manor, we feel proud to have been at the core of a book designed to get the message across that care homes in general deserve a better press than they have had over the last few years. The words are all touching, sad and amusing - and our staff could not be happier that Lewine Mair, Norman's wife, decided to write about her experiences. These take in Norman's illness in its earlier years, along with the light relief which was so often apparent when she played tunes from the musicals on our grand piano. My father, Ron, when he was in charge, would find himself whistling at the same time as the residents were starting to tap their feet. The stories from within the care home, incidentally, are all based on truth but some more loosely so than others.

Because of Norman's long-standing involvement in rugby, both as player and writer, the Mairs have chosen Head for Change, an organisation pioneering positive change for brain health in sport and supporting ex-players who are affected by neurodegenerative disease, as the charity to benefit from sales of Tapping Feet.

The book is now available on Amazon or, alternatively, at Thorburn Manor, Morningside Manor and Lorimer House.



Author  
**Lewine Mair**

# UPDATE FROM THE CARE INSPECTORATE

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**Jackie Irvine**  
**Chief Executive**  
**Care Inspectorate**



I was delighted to speak at an event recently on the next steps for social care in Scotland, which included contributions from social care, social work and provider organisations, including Scottish Care. The event provided an interesting discussion on the proposed National Care Service and was an opportunity for me to highlight the Care Inspectorate's priorities for effective scrutiny, assurance and quality improvement.

As we come through another challenging winter, there is much potential change ahead in the social care landscape. I would like to acknowledge the dedication of the workforce across the sector continuing to work in often difficult circumstances.

Our Corporate Plan, published last year, set out our for world-class social care and social work, where everyone, in every community, experiences high-quality care, support and learning, tailored to their rights, needs and wishes. Although the Plan is based on the current policy context, we have also factored into it the ability to be flexible, being mindful of anticipated changes across the health, social care, social work and the early learning and childcare

landscape in Scotland.

As we all know, the pandemic has seen social care and social work services face unprecedented challenges for those experiencing care and their families, and for those working within services. These challenges continue as we have come out of the pandemic. Recruitment and retention issues, the cost of living crisis, and energy costs are all impacting on providers, staff and those experiencing care. We are keen to recognise this context and support where we can while maintaining our core purpose.

Social care and social work are changing, driven by the emerging changes in national policy and these post-pandemic challenges. For the Care Inspectorate, other areas of focus include the Independent Review of Inspection, Scrutiny and Regulation, the National Improvement Programme and the review of mental health scrutiny and assurance.

As the National Care Service is debated, developed, and implemented, this will have implications for the sector and for our role and function as the regulator. It presents an

opportunity to adapt to this changing environment, and strengthen our role, purpose and ability to support and contribute to the delivery of world-class social care, social work and support in Scotland. No matter what shape or structure the National Care Service takes, through the co-production and legislative process, there will always be a need to continue the cycle of scrutiny, assurance and continuous improvement.

The Care Inspectorate will continue to work collaboratively and continue to maintain a focus on supporting services and partnerships to improve. We want to ensure that people are able to influence and shape their care and support needs and we will ensure that the Health and Social Care Standards remain central to our work. We will have a focus on protecting vulnerable people, and importantly, providing assurance for those who care for them, such as relatives, friends and local communities, and driving quality improvement. We will continue to do this by maintaining a commitment to our core purpose and statutory duties and by delivering our strategic outcomes. We have an important role to play in keeping The Promise to care-experienced infants, children, young people, adults and their families so that every child grows up loved, safe and respected and is able to realise their full potential. Most importantly, those experiencing care, support and learning opportunities will remain at the very heart of all we do.

I believe that change can present opportunities. Any reform must be focused on equality, human rights, be person-led and recognise the value of those who provide social care and social work. People who experience care are essential members of our communities and should be supported to contribute and participate. Emerging different models of care and support represent an opportunity to strengthen these values and to strengthen our society as a whole.

I would like to reiterate my commitment to collaboration with colleagues across the sector. I know that the combined skills, knowledge and experience from different professions supports positive outcomes for those in social care and social work. We will continue to work collaboratively with other scrutiny bodies, delivery partners and those with lived experience and their families and carers to inform and enhance our scrutiny, assurance and improvement activity. This will strengthen our capacity to effect positive change across the sector.

Jackie

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## CODES OF PRACTICE CONSULTATION COMING

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The SSSC will consult on the revised Codes of Practice for Social Service Workers and Employers this spring.

We received contributions from 400 people during last year's Codes Conversations engagement, via the feedback form, online and in person events.



These contributions helped us understand your views and where we needed to make changes and it's helped us develop the revised Codes.

# DO YOUR STAFF HAVE A QUALIFICATION CONDITION?

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**Cheryl Campbell**  
Head of Registration  
SSSC

**Cheryl Campbell, Head of Registration at the Scottish Social Services Council (SSSC) explains what you need to know about qualification conditions and why it's important not to ignore reminders.**

One of the big advantages of working in social care is that, apart from social workers, someone can start employment and register with the SSSC without having a qualification first. This means registrants can work while gaining the required qualification during their first period of registration.

We recognise that gaining a qualification isn't always easy, depending on a worker's personal or employer's circumstances but having a qualified workforce is a vital part of care being delivered by a trusted, skilled and confident workforce.

As we're still in a period of pressure post-pandemic with many employers facing challenges of recruitment and retention we're doing what we can to support registrants who've been unable to meet their qualification condition.

We're pleased to see that most registrants are



meeting their qualification conditions on time, but we can consider extensions and are sympathetic to individual circumstances.

## **Respond**

It's important registrants don't ignore our messages about their qualification condition, we can only consider their circumstances and the possibility of extensions if they supply the relevant information.

Registrants need to show a commitment to gaining the qualification and an expected start and completion date, before we can consider an extension.

We're giving registrants more time to provide information and taking current challenges in the sector into account when considering extensions.

If we don't receive the necessary information, we have no choice but to start the process of removing registrants from the Register, which we want to avoid.

## **Employer's role**

Employers also have a role in making sure they prioritise training for registrants who are nearing the deadline of their qualification condition. They also need to let us know if they've not prioritised registrants as they're due to retire or leave the sector when they haven't gained a qualification.

They should be checking the information a registrant has provided to explain why they have not met their condition.

Employers must confirm a plan to get the worker qualified and provide anticipated dates for the completion of the qualification.

### Working together

We understand there are still many challenges facing adult social care and look forward to working with registrants and employers to support people to gain their qualifications and keep doing their life changing work.

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# MY VISION FOR THE FUTURE OF INDEPENDENT HEALTH & SOCIAL CARE IN SCOTLAND

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



**Royal College  
of Nursing  
Scotland**

I'm the new Lead Nurse for Independent Health and Social Care (IHSC) for RCN Scotland, and I want to write a blog discussing the challenges facing the sector and my vision for how things can be improved.

The IHSC sector provides a staggering number of services within Scotland. Having spent more than half of my career working in a myriad of settings within this sector, I've experienced first-hand the challenges that colleagues face on a daily basis.

Nursing staff in the IHSC sector are highly skilled professionals with an in-depth knowledge of long-term conditions and managing complex

comorbidities and frailty. Despite managing a variety of complex conditions, there are no doctors employed within these settings, and few, if any, clinical colleagues able to assist them with complex decision making. Despite this, they are often viewed as "less able" than their colleagues in the NHS.

Factors such as COVID-19 and Brexit have worsened pre-existing problems with staffing.

Providers are struggling to attract and retain the staff they need, resulting in clinicians and support staff being spread too thinly, with high turnover rates and an over-reliance on agency staff. Despite best efforts, this lack of continuity can

often lead to standards of care being compromised.

The cumulative effect of these challenges has resulted in many members of the nursing team struggling with their physical and mental health. We are seeing these safety-critical staff experiencing long term sickness, feeling undervalued, burned out, retiring early and in some cases leaving the profession altogether. This is happening in workplaces across the IHSC sector, including care homes, care-at-home services and independent hospitals.

On top of these current challenges, we're likely to face even more difficulties in the future. People are living longer and having fewer children, resulting in the proportion of people needing care growing, while the proportion of working age adults shrinks. National Records of Scotland predicts that by mid-2043, 22.9% of the population will be of pensionable age, compared to 19.0% in mid-2018. This will inevitably increase the struggle that providers face in finding people of working age to staff services.

Fortunately, there are signs that things may be improving. In 2019, the Scottish Government published the Health and Care (Staffing) Scotland Bill, which places a legal requirement on NHS boards and care services to ensure that appropriate numbers of suitably trained staff are in place at all times. Following delays caused by the pandemic, the Government has now set out a 21-month timetable to implement the Act.

There is also hope that a better care system may emerge from the COVID-19 crisis. The Government's Independent Review of Adult Social Care in Scotland, published in 2021, outlines a vision for a National Care Service. The aim of this new delivery system will be to drive national improvements where they are required, to ensure strategic integration with the National Health Service, to set national standards, terms and conditions and to bring national oversight and accountability to a vital part of Scotland's

social fabric. This vision of social care reform will shift the responsibility for care services from local authorities to Scottish ministers by 2026.

There is still much to be decided about what the National Care Service will look like, but it is clear that the voices of people with lived experience of social care need to be at the centre. The Independent Review highlighted the particular importance of recording what support people asked for but did not receive. This will be key to understanding what "better" looks like and evaluating if we have made a positive impact. Now is the time to improve our data collection and analysis to ensure it is as meaningful and consistent as possible.

My own personal vision for the future is of a National Care Service that works alongside our National Health Service to help people stay well and be supported in the way they want to be, where they want to be, while respecting their rights. I want to see self-management being encouraged with a view to independent living. I want us to learn when we get it wrong and celebrate when we get it right. I want to see the voices of the IHSC workforce being listened to and their expertise being acknowledged and respected.



# CARERS FIND THEIR CREATIVE SIDE



A pilot project, offering creative art sessions for staff working in older people's social care services, has been trialled by Luminate, Scotland's creative ageing organisation.

The free sessions were available to anyone working in older people's social care – whether care homes, day centres or care at home.

The programme offered care professionals a chance to explore their creativity in workshops led by five professional artists. Sessions of six workshops each took place in Edinburgh, Glasgow, North Lanarkshire, and Dundee. A fifth series is planned for Stornoway in the Western Isles later this year.

The broad aim was to offer some joyful activities to boost participants' wellbeing as Scotland continues to recover from the pandemic. It was important that the carers who attended were able to enjoy the activities for their own benefit, rather than feeling that it needed to relate to their working lives or responsibilities.

Each workshop was led by a professional artist, and the range of activities included: mural art with painting and collage (Glasgow); creative writing (Lanarkshire); art from nature and foraging (Edinburgh) and, collage, printing and bookmaking (Dundee).

Luminate wanted staff to attend the sessions without it affecting their work commitments or those of their colleagues. Where sessions took place during a staff member's working hours, Luminate provided the employing care service to cover staff costs. If staff joined sessions in their own time, an individual bursary was paid to support their time on the project. Travel expenses were also reimbursed.

The projects were supported by Creative Scotland's Covid Recovery Fund and run in partnership with Scottish Care.

Images from some of the workshops can be viewed here:

<https://luminatescotland.org/project/carers/>



**Images Copyright: Jassy Earl**



# 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.

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## **Brodies LLP**

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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.

A full service law firm, covering the whole of Scotland, our dedicated Covid-19 Regulatory Response team will be of particular relevance to Scottish Care members.

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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### **Davidson Chalmers Stewart**

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.

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# SCOTTISH CARE PREFERRED SUPPLIERS

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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](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

# Citation

### 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.

Rosie Figgess - 07788 392812  
[rosiefiggess@citation.co.uk](mailto:rosiefiggess@citation.co.uk)  
[www.citation.co.uk/care](http://www.citation.co.uk/care)



### 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.

Our overall aim is to tailor products and furniture to the clients' exact requirements, within allocated budgets. Clan Contract Interiors are committed to excellence, always!

Abigail Dickson - 01355 500243  
[abigail@clancontractinteriors.co.uk](mailto:abigail@clancontractinteriors.co.uk)  
[www.clancontractinteriors.co.uk](http://www.clancontractinteriors.co.uk)



**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.

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

**PREFERRED SUPPLIERS**



**2 Circles Consultants**

Our extensive portfolio of products and services covers everything a business needs for telecom services. We only work with best-in-class networks and suppliers.

Martin Kershaw - 01313 000103  
[martin@2circlesconsulting.com](mailto:martin@2circlesconsulting.com)  
[www.2circles.com/scottishcare/](http://www.2circles.com/scottishcare/)

**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.

0141 646 0650  
[clientrelations@visioncall.co.uk](mailto:clientrelations@visioncall.co.uk)  
[www.vision-call.co.uk](http://www.vision-call.co.uk)



**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.

Anne-Marie Johnson - 07773 125207  
[anne-marie.johnson@apetito.co.uk](mailto:anne-marie.johnson@apetito.co.uk)  
[www.apetito.co.uk/care-home-meal-services/](http://www.apetito.co.uk/care-home-meal-services/)



### Alarm Radio Monitoring Ltd

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.

01568 610016  
[sales@arm.uk.com](mailto:sales@arm.uk.com)  
[www.arm.uk.com](http://www.arm.uk.com)



### Burns Gym Ltd.

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!

Joe Burns/Tony Burns - 07872 637656  
[theburnsgym@gmail.com](mailto:theburnsgym@gmail.com)  
[www.burnsgym.com](http://www.burnsgym.com)



### Boots Care Services

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.

01159 494047  
[care@boots.co.uk](mailto:care@boots.co.uk)  
[www.boots.com/boots-for-business/carehomeservices](http://www.boots.com/boots-for-business/carehomeservices)



### Care App Solutions

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

Our care management software Care Hub Assessment Tracker has been developed in partnership with care providers and offers solutions to

- Managing & sharing data across multiple organisations and disciplines
- Giving staff more time to care
- Carer learning without deskilling
- Needs based monitoring GDPR Business Support – IMPACT® Our simple IMPACT® action-based framework will help keep you moving forward towards GDPR compliance"
- Data Protection Officers / Privacy Management services
- Training & Awareness
- Data Protection Impact Assessments
- Data Audit & Assurance
- Breach response
- Subject Access Request

Susan Mackie - 08450 526736  
[susan.mackie@careappsolutions.com](mailto:susan.mackie@careappsolutions.com)  
[www.careappsolutions.com](http://www.careappsolutions.com)



# CareLineLive

## CareLineLive

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.

Our Carer Companion mobile app reduces paperwork, improves care delivery and offers electronic call monitoring. There is reduced risk of mistakes with easy-to-use eMARs, tasks and alerts. With CareLineLive, carers get more time to care.

Plus, family are kept up to date with access to real-time information about their loved one's care through our Family & Friends Portal.

0330 088 5767

[sales@carelinelive.com](mailto:sales@carelinelive.com)

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



# ConsultivUtilities

## Consultiv Utilities

We are extremely passionate about getting businesses a deal that suits their needs, we have extensive relationships with a large number of suppliers, which means you can be sure that you are getting the best deal out there for your business.

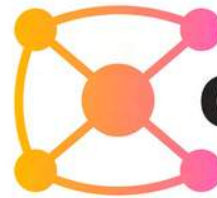
We will assess every aspect of your business to enable us to understand the type of contract which is right for you. With decades of experience in the industry, you can be sure that we will do everything in our power to do the right thing by your business.

With our range of services, we can take the hassle of managing your utilities, so that you can concentrate on the important things, like running your business.

0191 250 5560 / 07534 194 149

[Liam.barrett@consultivutilities.com](mailto:Liam.barrett@consultivutilities.com)

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



# carezapp

## Carezapp Limited

Support the wellbeing of people you care for, even when you cannot be there all the time!

Deliver better support for your frontline people, enhance quality face to face care and support, and enable proactive remote care monitoring, throughout the day and night, by incorporating our care technology platform into your services.

Carezapp is a technology enabled support system for use within homes and other residential care settings. Carezapp works by connecting people and available supports. It provides better insights through smart technologies that empower people, deliver real-time information and peace of mind.

01382 561237

[andrew@carezapp.com](mailto:andrew@carezapp.com)

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



# Countrywide Healthcare

## Countrywide Healthcare

Countrywide are a specialist supplier to the care sector with 25 years' experience supplying care homes. We are Scotland's natural choice for the supply of Janitorial, medical supplies/equipment and catering supplies. We offer:

- A wide range of products, offering more choice
- A dedicated Account Manager based in Scotland to provide local support and industry knowledge
- Flexible delivery options to meet the needs of our customers
- 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](mailto:chris.johnston@countrywidehealthcare.co.uk)

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



### Cura Systems

#### **Cura takes the management of complex care to a whole new level!**

Cura is a specialised digital system designed for complex care situations. Cura can make a significant difference, for example, monitoring service users' conditions accurately and in real-time by using customisable assessments and truly person-centred care plans, specifically designed for those providing care to service users with severe dementia, challenging behaviour, mental health, palliative care, long-term chronic illnesses and those with autism and/or learning difficulties.

020 3621 9111 / 07714 900 674

[John.rowley@cura.systems](mailto:John.rowley@cura.systems) / [info@cura.systems](mailto:info@cura.systems)  
<https://cura.systems/>



### 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](mailto:hello@everylife.scot)



### Digital Health Scotland Ltd.

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

- Bespoke software
- Rapid testing (UK manufactured and CE IVD marked)
- Revolutionary cleaning product Duo-max (no alcohol, no bleach, non-toxic and non hazardous)
- Janitorial supplies
- Atp Testing
- Deep cleaning both internal and external

07944 271678 / 0141 459 0196

[paul@digital-health-scotland.co.uk](mailto:paul@digital-health-scotland.co.uk)  
[www.digital-health-scotland.co.uk](http://www.digital-health-scotland.co.uk)



### Everon UK

Everon is the European market leader in digital grouped living solutions. Through significant investment in innovation over many years, our flexible, cable-free, open platform provides personalised, trusted and sustainable solutions that enhance life.

Everon uniquely invests 10% of its revenue in research and development and all systems can be quickly configured to suit specific client requirements in any care setting including care homes, assisted living or at home.

Health, housing and care partners can be reassured of the upmost quality, value for money and future proofed investment. With cloud-based, secure data sharing, our systems enable one holistic view and deliver proactive service models.

07519 328864

[Ashley.mitchell@everon.net](mailto:Ashley.mitchell@everon.net)  
<http://www.everon.net>





### Florence

A smarter alternative to an agency, Florence fills your shifts with the right people, fast.

No more phone calls - booking trusted staff is instant and automatic.

Fill shifts with your own staff first, save time and agency spend: add your schedule to Florence in seconds, send invites and watch as your calendar fills for you.

Any shifts left are sent to our pool of 90,000 nurses, carers, Senior Carers and Support Workers, who pick them up in a click.

Florence helps with continuity of care, too: save preferred professionals you work with and invite them back, again and again.

We will also save you time and money by using Florence.

0141 264 2374  
[derek@florence.co.uk](mailto:derek@florence.co.uk)  
[www.florence.co.uk](http://www.florence.co.uk)

THE WETROOM SPECIALIST

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

### 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)  
[www.focusbusinessconsultancy.co.uk](http://www.focusbusinessconsultancy.co.uk)



### 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.

Micah Chidlow - 0800 408 1499  
[Micah.Chidlow@inenco.com](mailto:Micah.Chidlow@inenco.com)  
[www.inenco.com](http://www.inenco.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  
[frank.mess@lyreco.com](mailto:frank.mess@lyreco.com)  
[www.lyreco.co.uk](http://www.lyreco.co.uk)



### 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](mailto:info@nulinemedical.com).

01292 433888  
[info@nulinemedical.com](mailto:info@nulinemedical.com)  
[www.nulinemedical.com](http://www.nulinemedical.com)



### 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.

023 8000 2288  
[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/>



**PHOENIX SPECIALIST  
 RISK SOLUTIONS**

**Phoenix Specialist Risk Solutions**

Insurance should be as hassle free as possible, and that is where we, Phoenix Specialist Risk Solutions come in. From quotation through to confirming the cover and beyond, we liaise with you in a manner that works for you – whether that be talking through it step by step or simply giving you the headlines.

Our expertise as a broker is divided into three areas:

- Care Insurance
- General Insurance
- Life & Health Insurance

Contact us for a free no obligation quotation on 0141 673 8805 or at [info@phoenixsrs.co.uk](mailto:info@phoenixsrs.co.uk)

0141 673 8805  
[info@phoenixsrs.co.uk](mailto:info@phoenixsrs.co.uk)  
[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).

Rhys Kidd-Scannell - 07853 859605  
[r.kidd-scannell@personcentredsoftware.com](mailto:r.kidd-scannell@personcentredsoftware.com)  
[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)  
[www.qintil.com](http://www.qintil.com)



### 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  
[elaine@strategicthinking.online](mailto:elaine@strategicthinking.online)  
[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.

Ian Savage - 07515 816158  
[ian@surecert.com](mailto:ian@surecert.com)  
[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  
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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](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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### **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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