



Scottish Care
Voice of the independent care sector

Issue 91
Summer 2023

BULLETIN



TABLE OF CONTENTS

| | |
|---|----|
| Editorial | 2 |
| Membership Support Update | 3 |
| Workforce Matters | 4 |
| Care at Home & Housing Support Conference 2023 | 6 |
| Care at Home & Housing Support Conference Awards | 7 |
| Global Ageing Conference 2023 | 8 |
| SSSC - Looking to the future | 9 |
| Carers find their creative side | 10 |
| Your Duty to Refer to Disclosure Scotland | 11 |
| Collisdene Care Centre Good News Stories | 12 |
| Scottish Care Legal Resources Select Group | 13 |
| Scottish Care Preferred Suppliers | 16 |
| Contact Information for the Partners for Integration Team | 28 |

EDITORIAL

BY DR DONALD MACASKILL, CHIEF EXECUTIVE



It is the right time for Scotland's older generation.

As I write this editorial there is a huge amount of uncertainty still surrounding much of social care delivery for our members as we approach the summer. It is wholly ridiculous and unsatisfactory that despite the best efforts of ourselves and our care home and care at home members that contracts remain unagreed, that workers are not being properly valued and that the real issues of sustainability facing both homecare and care homes are being quite frankly, put to the side. I cannot imagine that if we were a department of the NHS, if social carers were able to strike or take positive action, that we would have witnessed the same degree of political drag, delay and obfuscation.

In many sense what is happening to social care is reflective of what many of us have felt over the years is the general response to older people issues. Whether it is the latest Dementia Strategy full of fine words and lofty aspirations but devoid of an implementation plan and allocated budget, or the savage budget cuts that seem to disproportionately affect older person charities, or indeed so much else in relation to older people's citizenship, it seems to be that in Scotland when you get older you either become of marginal importance or become totally invisible.

So I am personally wholeheartedly behind the plans being put forward by the MSP Colin Smyth in the Scottish Parliament to create a Older Persons Commissioner. Having spent a fair bit of time with the Welsh and Northern Irish Commissioners during the pandemic I have had first hand experience of the value of having a voice articulating the issues of concern for older persons right to the heart of Government. So often when social care providers or advocacy groups present an argument it is dismissed or diminished by presumptions of partisanship.

Those who our providers and your workforce support and care for should be enabled to flourish and thrive, to contribute and create just as much as any group within our communities. Older age should be about more than existence and maintenance. The fact that so many older people are facing so many challenges and to many simply struggle to get the level of care and support they need is wholly unforgiveable.

An Older Persons' Commissioner will not be a panacea but with any luck he or she will be a continual challenge to the casual and conscious age discrimination which social care providers and those who are supported daily experience.

Dr Donald Macaskill

CEO, Scottish Care

 @DrDMacaskill

MEMBERSHIP SUPPORT UPDATE



Swaran Rakhra
Membership Support Manager
Scottish Care

Hello everyone! Stefanie here with a Membership Support Update for the Summer edition of the Bulletin! Before we talk about the WEATHER - as in WOW!! – I feel it is important to recognise my fellow Membership Support partner in crime – Mr Swaran Rakhra - who as most of you know by now, has taken early retirement. Swaran truly has been an incredible asset to Scottish Care for the last 10 years! So many of you have long and trusted relationships with him and while he will be sorely missed, we are so happy for him to be able to relax and recharge a little after how hard he has worked! Huge thanks to Swaran for everything he has accomplished during his time with the organisation! Please know I was taught by the best and I am excited to continue my role as your Membership Support manager and be your advocate, your supporter and your first port of call here at Scottish Care!

Now on to the WEATHER! I mean who could have predicted the last few weeks of sizzling sunshine here in Scotland of all places (we were the 4th hottest place in the UK a few days ago!!!). To know there are another few weeks of this to go is fantastic, although granted it is not the easiest to work in such hot weather. However, there is something about sunshine that just lifts people up – I see people talking to each other more (even if it is about the weather) and it gives us that

little spring in our step that everyone, but especially those in social care, need today and every day!

So what have we been up to these last few months?

National Care at Home Conference May 19th!

With full transparency, we were a little worried about this conference leading up to it as we knew from speaking with so many of you beforehand, you had so much you were juggling from staffing, financial sustainability, regulatory issues and more, that attending the conference might be a little much this year. Well!!!! What can we say! You knocked it out of the park, and we think it was one of the BEST Care at Home Conferences we have EVER had! Between delegates, exhibitors, and speakers, so many of you shared that there was a newfound buzz of energy and excitement around the conference halls (which we all know the Rock Choir just brought to another level!). People seemed truly happy to see each other, interact and engage, hear from our amazing speakers, and contribute at our many insight sessions in the afternoon. It was an absolute success in our eyes, and we hope you felt the same way too! A fantastic day of information sharing, compelling discussions and then the evening came and just took it to the next level. So many incredibly well deserved (and emotional!) awards given to so many deserving carers – and of course the Strategic Contribution award presented to Anna Houston was the BEST! Couldn't happen to a nicer and more qualified person! So many laughs, so many people on the dance floor, so much Prosecco imbibed! What more could we ask for to showcase what a successful event this was! We loved seeing you and celebrating your successes with you - and

hope those of you who managed to attend enjoyed yourselves too! A HUGE THANK YOU from all of us for showing up and being counted in this amazing community of Homecare in Scotland!

The National Care Home Contract Negotiations

It would be a huge understatement to say that our care home members are very aware of the ongoing negotiations around the current NCHC with Scottish Government. There have been multiple CH member meetings, EGM's, surgeries and calls with you over the past 6 months to determine what you collectively agree as a membership group, is the best path forward – from walking away from the initial NCHC which is now clearly outdated, to using its strengths as the foundation for creating a new chapter in care home contractual development to build a bigger, better, more just NCHC for the future. The stakes couldn't be higher with care homes sadly closing across the country as we speak, so negotiating for equality and the rights of social care workers has been and continues to be the No.1 priority. With over 100 of you attending the most recent meeting on May 30th, the decision was made to give Scottish Government a one month extension period to analyse, review, and discuss all the information we – and you – have given them regarding the current crisis. The goal – for them to decide how much they respect and support the sector and give our members the minimum they deserve – a £12 per hour minimum to all care workers as well as a recognition of the current pressures on the system from cost of living, energy, food and insurance costs and more, and a requirement to provide funding to address this. June 30th @ 130pm is when members will reconvene to hear Scottish Government's response to everything we have shared - we look forward to seeing you all at that meeting and know that in the weeks leading up to it, Donald and Karen continue to pressure, educate, inform and advocate with Scottish Government for the sector on all aspects of the NCHC and how it needs to change.

Branch Chair Network across the Country – our branch chairs are being ratified this June!

Every year at our Annual General Meeting, we bring together our amazing branch chairs from across the country and ratify them into their positions for another year – or for some, for their very first year in this key role! Branch chairs are key to our membership organisation and help Scottish Care and members work on a huge range of issues that are so crucial to providers – 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 so much more. Getting to know your branch chair and understanding how much they can help you is KEY to this network of members that work across the country. By making this connection between 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!

So at this time of the year, when these talented individuals are saying YES to taking on this role and working in their community where they have been nominated by you, their fellow providers, to do great work every year to bring you all together to 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!

Where we need your help is in COMING TO THESE MEETINGS! ENGAGEMENT is key - if we have branch chairs who plan and set up meetings every three months, or for some chairs, even more frequently, and the members in their areas don't attend, then the network isn't working! 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. There are a few different ideas we are working on that we hope will bolster the value proposition of WHY you should come to these meetings and also WHY being a Scottish Care member is so important. 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. What else? Tell us and we will do everything we can to make this happen! We look forward to hearing from you!

These are just a few of the areas where Membership Support is working with, and for you, our members. Our job, as we share often, is to be your support, your advocate and your ally in all that you do and if we do not have the answers

you need, we will do whatever it takes to find those answers for you! We hear from you about your challenges, your worries and sometimes your wonderful success stories too and we wish for so much more positivity and success and happiness for all of you over the next few months. Huge thanks to everyone for turning up and caring as much as you do each and every day!

As always, please feel free to contact me - stefanie.callaghan@scottishcare.org or you can always use the membershipsupport@scottishcare.org email too!

Thank you all so much!
Stefanie

Stefanie Callaghan
Membership Support Manager

 @scottieabroad

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.

CARE AT HOME AND HOUSING SUPPORT CONFERENCE 2023

Scottish Care proudly hosted the 2023 National Homecare Conference & Exhibition on Friday 19th May at the Radisson Blu Hotel in Glasgow. This significant event delved into crucial themes, including the future of care and ageing, effective voice, the cost of living crisis, sustainability, and the future of homecare regulation.

With a refreshed programme, over 200 delegates, comprising homecare and housing support providers, managers, staff, and representatives from local authorities, NHS, Scottish Government, and regulatory bodies, engaged in discussions. Delegates actively shaped conversations around vital topics such as

workforce, technology, partnership, bereavement, the Covid-19 inquiry, and regulation.

We extend our heartfelt gratitude to our exhibitors for their unwavering support and a special thank you to Call-In Homecare for sponsoring our name badges/lanyards. The success of this conference is a testament to the dedication of Scottish Care, members, and all delegates involved.

Looking ahead, we eagerly anticipate welcoming you to the next Care at Home & Housing Support Conference & Exhibition in 2024.



CARE AT HOME AND HOUSING SUPPORT AWARDS 2023

The 2023 National Care at Home and Housing Support Awards marked the perfect conclusion to our conference, continuing a tradition that has lasted 17 years. This prestigious event provided a platform to honour the exceptional achievements of our devoted homecare workforce and the individuals they support.

On the evening of Friday 19th May 2023, the Radisson Blu in Glasgow came alive with the spirit of celebration. Heartfelt appreciation goes to Michelle McManus and our esteemed CEO, Dr. Donald Macaskill, for graciously hosting the awards ceremony, adding their special touch to this memorable event.

We express our deepest gratitude to all our Awards Sponsors, whose generous support made this event possible. A special thanks to Scottish Care and our members for their unwavering dedication. Together, we celebrated excellence and acknowledged the outstanding contributions of our homecare community. Here's to another year of exceptional achievements and inspiring dedication!

Find out more about our finalists and winners on:

<https://scottishcare.org/care-at-home-and-housing-support-awards-2023/>



GLOBAL AGEING CONFERENCE 2023

The 2023 Global Ageing Network conference is coming to Glasgow on 7-8 September and the registration deadline is fast approaching! This conference is a great opportunity to connect with other professionals in the social care sector and learn about innovative initiatives from around the world.

The conference theme is “Care About Our Future: Global Symposium for Sustainable Care and Support” Keynote speakers, panellists and workshop presenters from around the world will discuss a variety of topics related to sustainable care and support, including workforce trends, technology, and policy. There will also be panel discussions and workshops to provide you with the opportunity to network with other professionals and learn about new ideas.

Tickets are still available! Members of leading organisers (Scottish Care & National Care Forum)

are able to take advantage of discounted rates.

To register, please visit
[:https://globalageing2023.com/delegate-registration/](https://globalageing2023.com/delegate-registration/)

The registration deadline is 17 August.

In addition to the main conference, there are a number of exciting events taking place before and after, including:

- [Scottish Golf Opportunity – 5 September](#)
- [International Social Care Workforce Summit – 6 September](#)
- [Scottish Ceilidh – 8 September](#)

We hope to see you in Glasgow in September!



SSSC - LOOKING TO THE FUTURE



Maree Allison
Acting Chief Executive SSSC



- whether the revised Codes are clear and easy to understand
- whether the proposed changes are appropriate in practice
- what impact the proposed changes will have on workers, employers and people experiencing support.

Looking to the future

The Scottish Social Services Council (SSSC) Acting Chief Executive Maree Allison provides an update on their Future Proofing Programme and how they want to involve workers and employers to make sure they get it right.

We're already halfway through our Future Proofing Programme to make sure our work meets current practice needs and policy recommendations, registration is easy to understand and the benefits of a qualified and regulated workforce are recognised.

It's a major undertaking for us involving changes to the Register, qualifications, the Codes of Practice and continuous professional learning. We're listening to the views of workers, employers, people using services, their families and carers throughout to help us get it right.

Codes of Practice

We launched a consultation on the revised Codes of Practice for Social Service Workers and Employers in April and want as many people as possible to share their views on:

It's important we receive a representative sample of responses to the consultation, so we'd like to hear from you. People can respond on behalf of an organisation or as an individual.

The deadline for Codes consultation responses is 7 July. Find out more about the changes and respond on the Codes consultation page of our website:

<https://www.sssc.uk.com/knowledgebase/article/K-A-03479/en-us>

Continuous professional learning and return to practice

Continuous professional learning (CPL) and return to practice standards for social workers are another two elements of the Future Proofing Programme that we're currently working on.

We'll consult on the new CPL process and return to practice standards this autumn and are keen to hear your thoughts. We'll keep you updated via our website and newsletters.

We plan to start implementing our Future Proofing Programme changes from 2024.

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

YOUR DUTY TO REFER TO DISCLOSURE SCOTLAND



Social care workers play such an important role in today's society and make an excellent contribution to the welfare of those they care for, however, what happens when this goes wrong? Would you know how to make a referral?

If your organisation has individuals doing regulated work (people who work with vulnerable children and adults) you have a legal duty to report any harmful behaviour carried out by them to Disclosure Scotland.

You must make a referral when an individual has shown to have:

- harmed a child or protected adult
- placed a child or protected adult at risk of harm
- displayed inappropriate behaviour involving pornography
- displayed inappropriate behaviour of a sexual nature involving a child or protected adult
- given inappropriate medical treatment to a child or protected adult.

And, as a result, your organisation has:

- dismissed the individual
- would or might have dismissed the individual but they left before you could do this
- has permanently moved the individual away from regulated work with children or protected adults.

There are different ways 'harm' can be defined.

It's important to remember that people can cause a risk of harm without actually doing anything directly.

Case study

'A well-known national care provider decided to start disciplinary action against a care assistant who was neglecting their duties while at work. The individual resigned before they could dismiss her, however, because of placing protected adults (the care service users) at risk of harm the organisation made the decision to refer.'

Your duty to refer to Disclosure Scotland exists even when your organisation reports the same issue to the Scottish Social Services Council, Care Inspectorate, Nursing and Midwifery Council or the police.

It is a criminal offence, punishable by imprisonment and/or a financial penalty, if your organisation fails to refer an individual to Disclosure Scotland, when a referral ground is met. Your organisation may be reported to Police Scotland if you commit this offence.

Gerard Hart, Disclosure Scotland's Chief Executive said:

"The responsibility to refer individuals to Disclosure Scotland is a crucial legal duty placed on organisations by the Scottish Parliament. It protects children and adults across Scotland when they are using essential services and are therefore often at their most vulnerable.

"This helps ensure that those who commit harmful behaviour towards children and protected adults are not given the chance to continue this behaviour – we will bar unsuitable

people.

"Making referrals when the referral grounds are met also prevents your organisation from unintentionally committing a criminal offence, which Disclosure Scotland is obligated to report to the police.

Contact my team for advice if you're unsure whether you need to refer a specific case. By working together, help us make Scotland safer by fulfilling your 'duty to refer'."

More information

- You can find guidance on making referrals at www.mygov.scot/pvg-referrals or by video: www.youtube.com/watch?v=4uiqEeyBLkw.
- Book your free training via our events page (www.eventbrite.co.uk/o/disclosure-scotland-17127160728)
- Contact our Customer Engagement Team at customerengagement@disclosurescotland.gov.scot for advice on specific cases.

COLLIDENE CARE CENTRE GOOD NEWS STORIES

Residents' French Language Graduation

In a heartening celebration, six residents of Collisdene Care Centre achieved their SQA Level 2 French certificates on 29 June 2023. After 12 weeks of dedicated learning, the residents dressed their best for the occasion.

Provost Margaret Cooper and local councillor Elisa Herd awarded the certificates, with congratulatory letters from Dr. Lisa Cameron MP. The residents, beaming with pride, thanked their teacher Judith, from Lingo Flamingo, for her invaluable guidance.

The residents were all very proud of their accomplishment, and they thanked their teacher, Judith, for her help and support. Judith is part of Lingo Flamingo, a language learning company that specialises in teaching different languages to adults.



Sponsored Bike Ride

The sponsored bike ride for residents of Collisdene Care Centre was a huge success! They all absolutely loved the bikes and we found it difficult to get the residents off as they had so much fun!

The bike ride was at Strathclyde Park, and all proceeds will go towards supporting the residents of Collisdene. They are all so grateful for support of all the sponsors and to all of the volunteers who helped to make the bike ride possible.



SCOTTISH CARE LEGAL RESOURCES SELECT GROUP

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

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



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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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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.

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

GOLD TIER SUPPLIERS



Citation

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.

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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 or call 0333 405 33 33 to sign-up for a FREE no-obligation Trial.

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Please visit - <https://www.outsideclinic.co.uk/care-homes> - for more information

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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
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
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
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
www.careappsolutions.com



CareLineLive



carezapp

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
www.carelinelive.com



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
www.consultivutilities.com

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
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
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 / info@cura.systems
<https://cura.systems/>



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
www.digital-health-scotland.co.uk



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

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
<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
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



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
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
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
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.

01292 433888
info@nulinemedical.com
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
<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
<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

<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

0141 673 8805

info@phoenixsrs.co.uk

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.

Rhys Kidd-Scannell - 07853 859605

r.kidd-scannell@personcentredsoftware.com

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

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
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
<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
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
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
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
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
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
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
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



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
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
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.

Stewart Steedman - 07538 186428
stewartsteedman@visioncareathome.co.uk
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.

Tracey Winters - 0141 473 7614
Tracey.winters@wcs.ac.uk
www.westcollegescotland.ac.uk

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— Interiors Limited —

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- ◆ At the heart of Clan Contract Interiors continued success is our commitment to service, combined with value for money products.
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- ◆ Our service includes design scheme boards, supply and installation of all flooring, made to measure curtains & blinds, bedsheets, bedding & table linen, wallcoverings, lighting & 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 the allocated budget.

Phone : 013555 00243

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

Clan Contract Interiors Limited, Clan House, No.3 Kirkhill House Office Park,
81 Broom Road East, Newton Mearns, Glasgow. G77 5LL

Preferred Supplier to Scottish Care