



Scottish Care

Voice of the independent care sector

Issue 92
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BULLETIN



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EDITORIAL

BY DR DONALD MACASKILL, CHIEF EXECUTIVE



Dear member

As I write this we are well and truly into autumn with trees becoming bare and temperatures plummeting. It's been a hard summer for those of us who work in social care. The once usual seasonal down time and respite replaced by operational and fiscal challenges as our efforts to get Scottish Government to address the workforce and sustainability crises of the sector have fallen on deaf ears and suffered from a disinterested vacuum of political leadership.

No real understanding of the nature of homecare contracting and commissioning leading to more and more desperately needy citizens not getting the care and support they need. No real understanding of the urgency of paying frontline staff something close to a competitive wage but instead delay and obfuscation. No real whole system planning or strategy but instead the continued idolisation of the acute and secondary NHS at the cost of both social and primary care. No real sense of being aware there is even a crisis.

As winter approaches many of us are profoundly concerned and there are perhaps two responses when faced with political ineptitude. One is to hibernate and hope we have enough in the tank to keep us going, that things will not be as bad as we might fear both in terms of the demands on

the NHS, winter respiratory conditions and social care workforce challenge. The other is to become even more demonstrative and challenging of the collective national and local governmental failure to prioritise social care and those who are amongst the most vulnerable of our citizens.

After years of mediatory, conciliatory and collaborative consensual working with all - I think it's time for social care to shout about the shameful abandonment of people, and to advance our complaints in a much more strident fashion. Now is not time to go silently into a winter of potential care disintegration rather now is the time to call out the undignified failure to care for our fellow citizens, of ignoring the needs of workers and of care organisations - all by an administration which quite clearly along with What's App messages has deleted its sense of compassion and care.

I grew up in the midst of the winter of discontent when industrial strife led to closed classrooms, energy shortages and long strikes. Some 50 years on I have a sense that we are about to face our own equivalent - a winter of care discontent. Alas the social care sector may not have as much power or ability to influence as others, we don't really have the power to strike and make Government notice in those ways but we have our voice and a passion which I want to assure you that Scottish Care will use ever more forcefully to advocate for our members and those who are supported.

Welcome to the time of care discontent.

Dr Donald Macaskill

CEO, Scottish Care



@DrDMacaskill

MEMBERSHIP SUPPORT UPDATE



Stefanie Callaghan
Membership Support Manager
Scottish Care

The 2023 Global Ageing Conference!

Over 650 delegates from nearly 50 countries attended the Global Ageing Conference in Glasgow this September and it was a smashing success! Along with the two day jam packed conference itself at the SEC, we had a Charity Golf event, the Workforce Summit, a welcome evening at the Glasgow Science Centre and of course the celebratory end of conference Ceilidh in the historic Fruitmarket in Glasgow! All in all an impressive event that delegates are still talking about. We also had incredible partners at each of the venues who we worked closely with over this past year to make this such a success. Huge thanks to all our members who supported this conference, it meant a lot to us to have you there! Presentation slides from both the Social Care International Workforce Summit (held on 6 September 2023) and the Global Ageing Conference (held on 7 – 8 September 2023) are now accessible here:

<https://globalageing2023.com/conference-presentations/>

And if you want to check yourself out at any of these events – including the celebratory cornucopia of ceilidh dancing – look through our official photos here!

[Event Photographs - Global Ageing Conference 2023 \(globalageing2023.com\)](https://globalageing2023.com/)

Supporting Members with Key Issues.

From financial sustainability concerns, to regulatory challenges with the Care Inspectorate, ongoing questions on the National Care Home Contract, travel time and payment guidelines for home care providers, rules around sprinkler systems in older buildings, insurance issues, HR questions, international recruitment and the process around it, workforce and staffing as a whole, working with members and preferred suppliers with ongoing partnerships, top up procedures working with local authorities, coming into the social care sector as a new organisation and being connected to Branch Chairs, Independent Sector Leads and key influencers in your geographic area – these are just a small list of examples of the kinds of things members have come to Membership looking for support and advice. As I always say, if I don't know I will find out for you. No question is too small – our job is to advocate and support you whatever your business need. We have over over 200 calls and emails since our last Bulletin 3 months ago from current members and those interested in joining. (DOES THIS NOT SEEM A LOT?) Our job is to help you find solutions to your challenges – it is part of the overarching value proposition of Scottish Care and what we offer to all of you – so please do continue to reach out to us!

Branch Chair Network across the Country

Coming to meet you at a venue near YOU! Now that our branch chairs have all been ratified at the Annual General Meeting which was back in June, we continue to work to build awareness of who they are and how they can help support members in their own communities. 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 (and often ongoing) situations together. We won't always be successful, but we will do everything we can to get there! This is such a strategic priority for us that we have planned a range of in-person branch visits across Scotland through the end of the year with Donald, Karen and myself in attendance. Please note that while we do have most of the country covered, for those that we couldn't manage to schedule by December, we will be reaching out to you very soon to book in for 2024. So please stay tuned for information from me coming soon – Fife, Argyll and Bute, Dumfries and Galloway and the Borders that's you!

For those visits that have been booked in, we have completed the CAH event in Glasgow for branches in Glasgow, North and South Lanarkshire, East and West Dunbartonshire, East Renfrewshire and Renfrewshire, Inverclyde and Forth Valley. Huge thanks to David Reilly from Baillieston for hosting, to all our fantastic branch chairs who promoted this event, and to our Independent Sector leads who were also part of the event- and equally huge thanks to everyone who was part of this very spirited event! Brilliant participation and great conversation.

We also had a fantastic meeting with Edinburgh and Pan Lothian colleagues last week hosted so kindly by Peter McCormick at Randolph Hill offices! Excellent discussions around the ever-challenging environment members find themselves in – despite the difficulties you face, you came, you shared, you listened to Donald's updates on the Covid Enquiries, Scottish Government discussions and let us know how you felt about the state of social care today – hard times but together we continue to partner and work through these times together! Please know we so appreciated seeing all of you in person and on Teams. Many thanks to fantastic branch chairs Peter and Jane Perry who promoted and shared this with all members in these areas – amazing effort as was the work that Rene Rigby and Jenny Williams did to let you all know that this was happening. For this and all

these meetings to be successful we needed to see as many of you as could make it! And you turned up - so many thanks! Lastly to Peter – the chocolate biscuit selection was second to none! Yay!

Coming up:

Mon 20th Nov - from 10:00 am-12:00 noon
CH and CAH - Pan Ayrshire

Thurs 23rd Nov - from 1:00 - 3:00 pm
CH - Glasgow, E/W Dunbartonshire, E Ren/Ren, N/S Lanarkshire, Forth Valley and Inverclyde

Mon 4th Dec –from 11:00 am - 1:00 pm
CH and CAH Highland

Tue 12th Dec – from 9:30 am - 11:30 am
CH and CAH Aberdeen/Aberdeenshire/Moray

Tue 12th Dec – from 1:30 pm - 3:30 pm
Tayside including Dundee, Angus and P and K

Where we need your help is in COMING TO THESE MEETINGS and coming to all subsequent branch chair meetings throughout the year! ENGAGEMENT is key.

Please come to these in-person meetings over the next 4-6 weeks. Invitations have gone out – if you have questions about them, just reach out to me! If you can attend, do – this is the perfect way to connect with your branch chairs if you don't already know them. And your Independent Sector Leads – and Donald, Karen and I. Please come and share with us – we are here to listen. We look forward to seeing as many of you as we can before the end of the year!

National Care Home Awards Evening Friday 17th Nov

And speaking of events, we are so looking forward to the National Care Home Awards happening on Friday 17th Nov at the Hilton in Glasgow. Clearly you all want to see each other too as bookings are going like hot cakes, so if

you don't have your ticket yet, do it ASAP!!! See you on the 17th!

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 Membership Support email too! membershipsupport@scottishcare.org.

Thank you all so much!
Stefanie

Stefanie Callaghan
Membership Support Manager



Supporting care home operators in Scotland

 **Allica Bank**

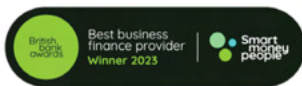
Meet your local relationship manager,
Brian Bovell

Brian is Allica Bank's specialist healthcare relationship manager for Scotland. He supports care home operators across the region with tailored and personalised banking expertise.

Get in touch with Brian today:

✉ brian.bovell@allica.bank

🌐 allica.bank/relationship-managers/brian-bovell



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WORKFORCE MATTERS



Caroline Deane
Workforce Policy & Practice Lead
Scottish Care

Many of the challenges that social care organisations experience result from systemic issues that have been present for many years and that unfortunately continue to negatively impact on the sector and its workforce. These issues have been well evidenced over the years and include the low rate of pay and poor working terms and conditions experienced by social care workers which result in a lack of parity between the different social care subsectors and the NHS. In addition, the over regulation of social care that is not seen within health organisations such as the requirement to obtain an SVQ often results in staff leaving social care organisations to take up posts within NHS boards where the qualification is not needed, and rates of pay are higher.

The need for regulation of social care is not disputed and all those working in the sector recognise and want the protections that are in place to safely support individuals who may be vulnerable. However, the amount of regulation that results in duplication of recording and reporting reduces the time care and support staff can spend delivering hands on care services. Also, unnecessary layers of referral increases the time an individual waits for essential health and social care interventions which cannot be considered a good outcome for that person.

Another systemic problem is that there are still no clear pathways of recruitment into social care with most staff finding employment in the sector through word of mouth and social media. This means that recruitment becomes increasingly challenging as potential staff are discouraged from working in social care due to the negative narrative that can be heard from both within and surrounding the sector such as media stories and representation.

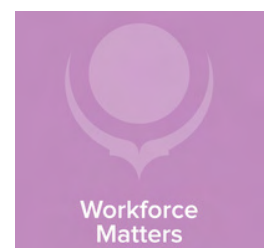
What is present in the sector is an unbelievable amount of commitment, professionalism and desire to delivery high quality care and support services whether in care home settings or in care at home and housing support within communities. The staff who remain working in social care are dedicated, skilled and experienced workers that demonstrate great leadership in their every working day.

This can be seen through the huge number of applications that Scottish Care have recently received from our members nominating their staff teams and colleagues for awards such as the Emerging Talent Award, the Care Worker of the Year Award and the Care Innovation Award among many others. Staff in social care continue to turn up, work flexibly and adapt to a constantly changing landscape and it is time they received the respect and are appropriately valued for the work they do.

Caroline Deane
Workforce Policy & Practice Lead



@WorkforceMatte1



POLICY UPDATE – ETHICAL COMMISSIONING AND PROCUREMENT PROJECT



Fraser Smith
Policy Lead
(Ethical Commissioning & Procurement)
Scottish Care

Following the beginning of a new Policy Lead (Ethical Commissioning) role in October, Scottish Care can confirm the commencement of our Ethical Commissioning and Procurement project. The purpose of the project is to support the implementation of ethical commissioning and procurement principles within the independent sector through awareness and engagement. This is within the strategic context of the Government's application of recommendations

within the Independent Review of Adult Social Care and the transition to a National Care Service (NCS).

As efforts continue to progress the NCS Bill through parliament, this project represents another opportunity to ensure the insights of the independent sector are included with any national commissioning procedures introduced through the NCS.

To that end, Scottish Care looks forward to engaging with our membership across the country, to seek your views for this vital work.

Further details of consultation opportunities will be provided in due course. For any further information, please contact:

fraser.smith@scottishcare.org.

Fraser Smith
Policy Lead
(Ethical Commissioning & Procurement)

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.

Meaningful music in dementia care

Discover the power of personal playlists in dementia care with Playlist for Life.

This year, Playlist for Life celebrates 10 years of improving dementia care through meaningful music.

Personalised playlists are a non-clinical, non-pharmacological intervention with a small cost but massive benefit.

There are currently around 90,000 people with dementia in Scotland. In the absence of a cure, or effective treatment for everyone, music that is personally meaningful can provide a lifeline. It is more important now than ever before that people know how to use it.

Over 2 decades of scientific research proves that personal playlists can improve quality of life. The Scottish Government's dementia strategy signposted to Playlist for Life as a non-pharmacological intervention that 'may improve cognition, social engagement, and quality of life and decrease stress and stress.'

Playlists enhance person-centred care.

For more information, please contact training@playlistforlife.org.uk

training.playlistforlife.org.uk

Playlist for Life, Suite 419, The Pentagon Centre, 36 Washington Street, Glasgow G3 8AZ. Registered charity: SC044072



The 20th September is National Playlist Day!

Tell us what's on your playlist using #NationalPlaylistDay



**Playlist
for Life**

**10
YEARS**

GLOBAL AGEING CONFERENCE 2023

Over 650 attendees hailing from 48 countries converged for the 2023 Global Ageing Network's biennial conference in September. Held in collaboration with Scottish Care and the National Care Forum, this event was a robust platform for global experts and practitioners to address critical issues within the aged care sector.

The conference commenced with the International Social Care Workforce Summit on 6th September, an insightful session dedicated to deliberating the industry's pressing workforce challenges. Experts engaged in discussions to unravel the current recruitment hurdles and outline strategies to fortify the sector for the future.

From 7th to 8th September, the Global Ageing Conference at the Scottish Event Campus in Glasgow presented an unparalleled opportunity to delve into the imperative of sustainability across all facets of aged care and support. Sessions spanned diverse topics, from government policies, environmental impact, and operational strategies to the pivotal role of technology, AI, human rights, and innovative care models in shaping the future of ageing.

Distinguished keynote speaker Sir Geoff Mulgan CBE graced the stage, shedding light on crucial aspects such as combatting loneliness in later life, fostering purposeful ageing, and inspiring younger generations to contemplate the essence of ageing.



Representatives from Scotland, including Dr. Donald Macaskill, CEO of Scottish Care and Minister Maree Todd, highlighted the conference's significance as a catalyst for international recognition of carers' invaluable contributions. Minister Todd reaffirmed the Scottish Government's commitment to the social care sector, referencing substantial pay increases for care workers outlined in the Government's program.



Professor Vic Rayner OBE, Chief Executive of The National Care Forum, emphasised the sector's readiness to prepare workforces for the rising number of older individuals in need of care. The conference emphasised the importance of embracing a broader spectrum of global research and innovative ideas to effect tangible change. Removing ageism from societies emerged as a recurring theme, resonating in Claudia Mahler's keynote address.



Innovation and research took center stage at the conference's UK Research and Innovation (UKRI)'s Innovation Hub, spotlighting the Healthy Ageing Challenge—a concerted effort to foster active, productive, and independent lives for older individuals. George MacGinnis underscored the importance of a balanced approach, urging collaboration and knowledge sharing among global nations.

Sessions on person-centred care, technology, arts, and creativity in care offered profound insights. Delegates engaged in creative exercises and discussions, uncovering innovative approaches to support older individuals with diverse needs.

The conference didn't shy away from addressing global challenges. Jiri Horecky emphasised the need for systemic reform to ensure sustainable and affordable care for older persons, advocating for a shift in global care paradigms.

The pivotal role of protecting the human rights of older people emerged in Claudia Mahler's

address. Highlighting gaps in the UN framework, she urged collective action to develop a comprehensive Convention on care in later life.

Katie Sloan, Chief Executive of The Global Ageing Network, stressed the importance of reframing perceptions of ageing, urging governments to view ageing as an investment rather than an expense. She emphasised the significance of valuing and respecting care professionals, essential to transforming global attitudes towards ageing.

The event concluded on a high note, with a clarion call to protect and advocate for the human rights of older people. Claudia Mahler's impassioned plea for a dedicated UN Convention on care in later life resonated deeply, prompting a collective desire for global representatives to unite and drive change.

As bagpipes echoed in the conference's closing moments, delegates departed with a renewed commitment to shaping the future of aged care. The conference's impact reverberates worldwide, sparking discussions, sharing stories, and paving the way for a new chapter in global aged care. The challenge ahead is immense, but the collective determination and insights gained from this conference pave the way for a more inclusive, innovative, and dignified future for older individuals worldwide.

For more information the 2023 Global Ageing Conference, please visit:
<https://globalageing2023.com/>



GLOBAL AGEING CONFERENCE 2023 PHOTOS

Capturing the vibrant moments and shared camaraderie from the 2023 Global Ageing Network Conference, our collection of event photos encapsulates the essence of a transformative gathering. From the bustling Civic Drinks Reception, where delegates mingled, exchanged ideas, and fostered connections amidst an exciting atmosphere, to the wonderful Ceilidh Evening, alive with traditional music and spirited dancing, these images serve as a visual

to the event's dynamic energy and collaborative spirit. Each snapshot reveals the synergy of minds, the celebration of diversity, and the unwavering commitment to shaping a future of dignity and innovation in the aged care sector on a global scale.

View all the photos on:

<https://globalageing2023.com/event-photographs/>





Photo Credit: Nathan Cleary

GOOD NEWS STORIES

We're thrilled to present a heartening compilation of positive news stories from our amazing Scottish Care members. A big thank you to those who graciously shared these inspiring anecdotes with us! If you have a heart-warming tale to share, we encourage you to reach out to us at comms@scottishcare.org!

The Art Gallery of Boclair Care Home



Residents at Boclair Care Home, guided by Activity Coordinator Scott Grier, embraced art's joys. Scott, a retired architect and painter, ignited their creativity. Through painting, sketching, and clay modelling, residents expressed themselves.

Boclair plans to share these artworks, turning them into postcards, celebrating the residents' timeless creativity. The artistic journey continues, with weekly sessions dedicated to nurturing these masterpieces, reminding everyone that creativity knows no age or limits.

[Read more here.](#)

Rosie Brennan from Collisdene Care Centre conquers 60 mile cycle fundraiser

In a touching gesture, Rosie Brennan, Activity Coordinator at Collisdene Care Centre, took on a challenging 60-mile cycling journey around Arran. Enduring adverse weather and a 3236-foot ascent over 5 hours, Rosie's selfless act aimed to create a special Christmas for Collisdene's residents. Accompanied by her husband Craig, Rosie surpassed her £1000 fundraising goal, raising an impressive £1505, fostering a heartwarming holiday spirit at Collisdene.

[Read more here.](#)



Carrondale Care Home's Day out to the Falkirk Wheel



Carrondale Care Home residents celebrated the Falkirk Wheel's 21st anniversary with a delightful outing, arranged in partnership with Cycling Without Age Scotland SCIO. Honouring 'Stormin Norman' Ridley with a sponsored cycle, residents enjoyed reconnecting with friends and making new ones. The highlight? Tony, a 13-week-old Billy goat, brought extra joy to this special occasion, making it a heartwarming blend of remembrance, camaraderie, and unexpected animal encounters.

[Read more here.](#)

YOUR DUTY TO REFER - NEW GUIDANCE AND EMAIL ADDRESS

As a Scottish Care member, we know that you are committed to ensuring a high standard of care is provided by your staff and that the people they care for are free from harm.

You have a legal duty to report harmful behaviour by your staff or volunteers to Disclosure Scotland if you permanently remove them from a regulated work role or might have done had they not already left.

If your organisation does not make a referral within three months of the decision to permanently remove the individual from their role, Disclosure Scotland will report your organisation to Police Scotland.

Please submit your referrals to our new dedicated e-mail address
- pygreferrals@assured.systems.gov.scot.



We've produced new [guidance](#) to help you understand this important safeguarding responsibility.

You can find more guidance on making referrals on the Disclosure Scotland [website](#). If you're unsure whether to make a referral in specific cases, contact our [Customer Engagement Team](#) for help.



SSSC CONTINUOUS PROFESSIONAL LEARNING REVIEW



Maree Allison
Acting Chief Executive SSSC

The Scottish Social Services Council (SSSC) is developing a new process for continuous professional learning and wants to hear your views. SSSC Acting Chief Executive Maree Allison tells us more.

Everyone registered with the SSSC has to complete continuous professional learning (CPL) as part of their registration and we're keen to make it as straightforward as possible while focusing on key skills and knowledge.

We've developed a new process for CPL as part of our Future Proofing Programme and want to hear your views on our proposals when we consult on it this autumn.

What is CPL?

Registrants need to maintain and improve their knowledge and skills through relevant CPL but it's important to remember that learning and development isn't just formal and certified courses, it is also:

- workshops and webinars
- learning from others, like shadowing or practice conversations with colleagues



- learning in groups, like team meetings or group supervision
- reflective learning
- supporting others
- reading, listening or watching relevant to your role and good practice.

Focus on skills and knowledge

We're proposing a change to CPL to focus on the key skills and knowledge needed at different stages of the career journey. This will also require mandatory learning for register groups, for example infection prevention and control and trauma informed practice.

The changes will allow a more flexible approach to learning and development and make it easier to respond to emerging skills needs and gaps in different parts of the workforce.

Your learning

We want CPL to be straightforward with SSSC registrants making an annual declaration that they've completed the required CPL to support their practice and career development.

You could use our [MyLearning app](#) to keep a record of your learning as well as the many resources on our [Learning Zone](#). Most of them allow you to gain Open Badges if you reflect on what you're learned. These may also count towards your CPL.

Your views

We've been working with the sector for several months to develop the new approach to CPL to make sure we get it right. We're also holding a formal consultation this autumn to gather the views of registrants, employers and other interested stakeholders.

Look out for the consultation on our website and

in our newsletter to share your views. It's important you let us know what you think so we have a CPL process that works for you.

The consultation will help us finalise our plans for a new CPL process. We plan to implement that and other future proofing changes to the Register, qualifications and skills and the Codes of Practice in 2024.

GET IPC SUPPORT AND GUIDANCE IN YOUR POCKET



A new infection prevention and control (IPC) app [Preventing infection in social care settings](#) is now available. This new practice support app is for all staff working in social care settings such as care homes and people's own homes.

The app is based on the pocketbook [Preventing Infection in Social Care Settings](#) and aligns with national IPC guidance, in particular the National Infection Prevention and Control Manual and the Care Home Infection Prevention and Control Manual.

It is freely available as a web-based resource and can be downloaded on mobile devices including phones and tablets.

The app aims to:

- build on good practice
- provide 'in the moment' support for you in your day-to-day work based on national IPC guidance
- support your learning and continuous professional learning (CPL).

Getting the app

You can access the web version here [Preventing infection in social care settings](#). To download for your mobile device search for Right Decisions: Health and Care in the Apple or Google Play stores or download it directly:

- [Right Decisions: Health and Care in the Apple store](#)
- [Right Decisions: Health and Care in the Play store](#).

For further guidance visit the [Preventing infection in social care settings page](#) on the Learning Zone. The app was developed in partnership between the Scottish Social Services Council (SSSC), NHS Education for Scotland (NES) and the Digital Health & Care Innovation Centre (DHI), specifically for the social care workforce and builds on existing knowledge and good practice.

It is part of an expanding suite of digital tools produced by the Digital Health & Care Innovation Centre called the Right Decision Service. This service aims to provide health and social care staff support to make safe decisions quickly 'on the go' based on validated evidence.

RCN SCOTLAND UPDATES



Nursing Support Worker Day

RCN Scotland will once again be celebrating Nursing Support Worker (NSW) Day on Thursday 23rd November. We are delighted to be shining a light on the pivotal role of those working in support roles in nursing. NSW Day has grown in energy since its beginnings in 2020 and has established itself firmly in the calendars of our members.

This year, RCN Scotland will be supporting celebrations in health and social care settings across Scotland and ensuring that our NSW members feel valued for their important contribution.

We are also excited to be hosting our first UK wide NSW conference on the day at our London Headquarters - a great opportunity for NSWs to get together and learn. RCN Scotland is providing funding for a group of NSW members to attend and be part of this important moment in history.

Although RCN Scotland staff are not able to be physically present in every workplace for NSW Day, we would love to see what teams have planned join the celebrations. Share your activities with us on X (Twitter) by tagging @RCNScot and using the hashtag #NursingSupportWorkersDay

Jen Underwood, RCN Development Officer
(Health Care Support Worker)

RCN Scotland Nurse of the Year Awards – open now

Entries are open for Scotland's most prestigious nursing awards, with the title of RCN Scotland Nurse of the Year 2024 up for grabs.

The [RCN Scotland Nurse of the Year Awards](#) showcase the best of nursing - recognising, highlighting and celebrating the dedication and outstanding professional care of nursing staff across Scotland.

Entries for the 13 award categories are open to individuals and teams and cover the diversity of nursing roles across Scotland's health and care services. Nominations will be accepted over the coming months with the winners announced at a glittering awards ceremony taking place in the Grand Gallery in the National Museum of Scotland on 23 May 2024.

The deadline for entries is 12 January 2024. You do not need to be an RCN member to enter.

Find out more about the awards, how to enter and learn from last year's winners on the [RCN Scotland](#) website.

MENOPAUSE AWARENESS: ESSENTIAL GUIDE FOR SCOTTISH CARE MEMBERS



Menopausal symptoms in the workplace are something employers don't always pay enough attention to, but they present serious issues at work for millions of individuals every year – menopausal women are the fastest-growing demographic in the workplace.

Download this handy free guide from our Gold Tier Preferred Supplier Citation covering how to support any employees going through this stage in their life, and also protect your business from potential claims.

Download: <https://tinyurl.com/32dk8m63>

If you'd like to chat about how Citation can help with the HR and Health & Safety side of your business, just give them a call on 0345 844 1111, or fill in their [call-back form](#), and they'll get right back to you. Remember to quote 'Scottish Care' when enquiring to access preferential rates.

MEMBERS WEBINAR

SCOTTISH CARE SURGERY

 **Every second Tuesday**
11:00 am

 **Zoom**

JOIN VIA OUR MEMBERS AREA

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.



Burness Paull LLP

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

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

0131 473 6151 / 07771 981 229

Chris.Mackay@burnesspaull.com

<https://www.burnesspaull.com>

Brodies LLP

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

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

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

0141 245 6259

peter.kelly@brodies.com

<https://brodies.com>





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.

0141 221 8012 / 0141 225 5317

ywa@bto.co.uk

<https://www.bto.co.uk>

CMS Cameron McKenna Nabarro Olswang LLP

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

Our clients demand the best of us and as Scotland’s Law Firm of the Year 2019, we deliver this day in, day out. Clients include six of Scotland’s top 10 companies, four of Scotland’s leading universities and over half its local authorities.

Across our six core sectors – Energy, Financial Services, Infrastructure and Project Finance, Lifesciences and Healthcare, Real Estate and Technology, Media and Telecommunications – we don’t just have some of the brightest and most creative legal minds. Our lawyers are fully immersed in the world our clients operate in; genuine experts in their fields, knowledgeable about the issues you currently face, and those that may lie just around the corner

0131 200 7456 / 0131 200 7848 / 0131 200 7668

amy.norton@cms-cmno.com

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teresa.bradshaw-Wong@cms-cmno.com

<https://cms.law/en/gbr/>





Lawyers. For Business.

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.

0131 625 9069 / 07584 637412

laura.irvine@dcslgal.com

<https://www.dcslegal.com>

SCOTTISH CARE PREFERRED SUPPLIERS

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

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

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.

Rosie Figgess - 07788 392812
rosiefiggess@citation.co.uk
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
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 or call 0333 405 33 33 to sign-up for a FREE no-obligation Trial.

info@qcs.co.uk
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
www.2circles.com/scottishcare/



OutsideClinic

OutsideClinic providing expert vision care for your residents. A complete end-to-end service, tailored specifically for Care Homes. All from the UK's largest domiciliary company.

NHS tests made easy for Care Homes.

The end-to-end service is designed to keep things simple for everyone involved. You'll have an account manager assigned who will be your go to contact. Our scheduling team gets everyone booked in. Our specialists bring our advanced, portable testing technology direct to your site. And our thorough digital records make full clinical handover easy, so you can manage and update your residents' files in the future. We'll even liaise personally with residents' next of kin. It's all part of the service.

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

Existing Customers Client Relations –
clientrelations@outsideclinic.com

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getstarted@outsideclinic.com

www.outsideclinic.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
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

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



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
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
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)
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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



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/>



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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
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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.

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www.visioncareathome.co.uk



West College Scotland

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

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

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