

BULLETIN





Scottish Care wishes all
members & supporters a

MERRY
Christmas

& A HAPPY NEW YEAR
2024



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EDITORIAL

BY DR DONALD MACASKILL, CHIEF EXECUTIVE



Hope is growing in our midst

As I sit and write this in the last days of November, a flower has burst into blossom in my front garden. My 'Christmas Rose' has appeared with its white and cream buttercup like flower declaring through the frost and cold that even on the darkest days and coldest nights there is life and colour.

It's an intriguing flower because it isn't a rose and gets its name from an old legend that it sprouted in the snow from the tears of a young girl who had no gift to give the baby Jesus in Bethlehem.

For me, its clockwork regularity every year, has acted as a symbol of the imperative of hope, of what might be called the hope instinct. That despite all the dark dismay around, all the pessimism and negativity, that light comes after the darkness and hope roots itself in our humanity to one another.

And we need a season of hope in social care. After a year of disappointment and very real challenge, and on the edge of a winter resonant with warnings of budget restriction and workforce pressure - we need to carry hope with us. We can do no other. But the hope we have is not a wish-washy optimism, but one rooted in the dynamism of care and support.

That is after all what the essence of social care is all about - not maintaining people as they are, but giving them hope that they can flourish and thrive despite all the pressures they might be facing. Anyone present at the Care Home Awards will have heard the amazing story of a resident who entered a care home unable to walk and support herself and who after self-determination and amazing care and support is now walking and out of the care home. Hers is a story mirrored in countless care homes and individual homes where people have their lives transformed by astonishing frontline compassionate care. Social care staff are the hope givers and builders of our communities. Social care as a sector is the flower that blossoms in the cold.

As we close this year and start another I can but promise you that the work of Scottish Care will be one of dedicated focus to build hope amongst our members and to make sure that our staff bring that living hope to their communities.

Despite obvious challenges and political disinterest and detachment, just like that 'Christmas Rose', I and colleagues will continue our own task of bringing hope. We will do so by challenging the social care neglect we see around us and continually shining a light on the excellence of care and support right across Scotland. We do so because we #careaboutcare.

Have a relaxing and peaceful Christmas and a renewing 2024.

Dr Donald Macaskill

CEO, Scottish Care



@DrDMacaskill

DEPUTY CEO UPDATE



Karen Hedge
Deputy CEO
Scottish Care

This will be my 6th Winter at Scottish Care. Despite collective efforts, it hits quite the track record for social care being absent in any meaningful way from winter planning in national strategic discussions. From a systems leadership perspective it's shocking enough, but if we total the impact on individuals affected by decision and invest-making in a vacuum then there really is no excuse. Perpetual changes in leadership and culture are to blame for a record that is certainly not in the running for Christmas no. 1 in the charts, despite its timely and repetitive tune.

On the subject of festive no.1s however perhaps we should look instead to the positive messages in our winter adverts for inspiration. Whilst sadly, we do not have a positive message to share when it comes to external policy and strategy, amongst our members what we do have are many examples of excellent care and support being delivered. We know it is getting harder, and we will always continue to work to represent you and to improve conditions, but we also have a role in celebrating the good. We hear it in our branches and in our surgeries, and we had more submissions to both the care home and care at home awards than ever before. In addition, earlier this year our amazing Comms Lead Shanice facilitated the coproduction of a campaign to raise the profile of social care in

which 38 organisations got involved.

That campaign ran on the hashtag #shinealight which sounds to me like a rather festively appropriate moniker we can take advantage of. Let's brighten that light, because in doing so, we can showcase what social care truly is, does and can be. The cost-of-living crises is hitting many, so here is one gift you can make without financial cost. I urge everyone to make a gift this year by sending a message of thanks and positivity. If we all send just one tweet (or X or whatever type of message) (more if you like), highlighting and recognising something you or your team has done, we can make that light brighter at the same time as spreading joy through our thanks. Over the years I have heard so many of you say 'I'm just doing my job' well, it's time the world knows just how amazing that job you do is.

#shinealight #careaboutcare

Karen Hedge
Deputy CEO



MEMBERSHIP SUPPORT UPDATE



Stefanie Callaghan
Membership Support Manager
Scottish Care

Hello everyone! Stefanie here with a Membership Support Update for the Winter edition of the Bulletin.

Where has the time gone? And what has happened since the last Bulletin – apart from the weather getting very, very cold everywhere? Well... let's review!

The 2023 Care Home Awards Ceremony happened and it was FABULOUS!

As you know the Awards Ceremony took place on the evening of Friday 17 November 2023 at the Hilton Hotel in Glasgow, hosted by Michelle McManus and Scottish Care CEO, Dr Donald Macaskill. It was jam packed and so much fun – thank you to everyone who attended and huge congrats to all our finalists and winners.

Developing a Value Proposition – the WHY behind joining Scottish Care

We are working with members to reinforce the value proposition of what being a Scottish Care member means – so we can promote this internally to current members and utilise when speaking with prospective members who want to know why they should join. With a more targeted and direct approach, we are reinforcing the value

of our membership across all touchpoints with members – whether it is through member enquiry forms, calls or emails from prospective members, or through interaction with existing members who have reached out to us on a wide range of topics. With a stronger call to action to engage with us and get as much out of your membership as you can (or want to), we are sharing – and talking to you about - the myriad of opportunities available to you and asking you directly to become more involved – from attending the surgery with Donald and Karen, the regulatory forums, the business sustainability working groups, branch meetings and so much more. We hope with this approach we can address the concept of “what do we get for our membership?” by putting across as clearly as we can, the many valuable ways we support, advocate, and can help you.

Branch Chair Network across the Country – we have been coming to meet you at a venue near YOU! The Visiting Branches programme around the country is in full swing with more than half of the meetings completed so far. As you know, we made a strategic decision to meet you, our members, in your own back yards this autumn with a concerted effort to visit almost all our branch chair geographies before Christmas. Donald, Karen and I have been in attendance. Branch chairs and independent sector leads have also been key members of these events. With 7 branch visits either completed or soon to be across Glasgow and extended areas (East and West Dun, Renfrewshire, East Ren, Inverclyde, North and South Lan, Forth Valley) broken out by CH and CAH, Pan Ayrshire, Edinburgh, Highland, Tayside (Dundee, Angus, P&K) and Aberdeen/Aberdeenshire and Moray, we have been reinforcing to members that our primary objective is to meet with you and to listen to you. Our primary objective is to hear about your challenges. Learn about your frustrations, and where you can, share your successes too. We are

also providing updates on key regulatory and strategic initiatives that are ongoing and that are important to you from the NCHC, financial sustainability, working with the Care Inspectorate and more. Another key element of this initiative is to introduce those members who may not know them, to their branch chairs and ISL's so we can create a stronger connection and understanding of the work of Branch Chairs, Independent Sector Leads and the National Team, and where we work collectively or individually to help support all of you! We truly hope these visits will help lead to greater engagement at local level with branch meetings. If you are in Dumfries and Galloway, Argyll and Bute, Scottish Borders and Fife, stay tuned as we will be reaching out to you very soon to begin planning your branch visits!

Membership Support presence on Scottish Care website (external and internal).

You may remember we launched the new public facing page of Membership Support group <https://scottishcare.org/membership-benefits/> late last year to outline the value of membership more clearly to a public audience. The plan in the new year is to start looking at the current layout and information provided within the membership only section of our Scottish Care website to simplify content and make the most current, contextual information be readily available and super easy for you to find what you want, when you want it! I am sure you will agree there is a fantastic amount of information on both the members only section and the public facing site, but we would like to look at how we can refine it somewhat and would

love to add more rich content from all of you through testimonials and quotes about what membership means to you! So stay tuned for more membership engagement on this in the new year!

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. As we hurtle towards the festive season with all its crazy Christmas fun – we hope you get to laugh a little more, to celebrate with those you love – and to get a little rest too! No one deserves it more!

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

 @scottieabroad



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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SAVE THE DATE



CARE AT HOME & HOUSING SUPPORT CONFERENCE 2023

Friday 17 May 2024 | Radisson Blu, Glasgow

CARE HOME AWARDS 2023

The National Care Home Awards 2023 by Scottish Care took place on the evening of Friday 17 November 2023, hosted at the Hilton Hotel in Glasgow. The event, hosted by Pop Idol Winner Michelle McManus and Scottish Care CEO Dr Donald Macaskill, was an eventful evening!

A big round of applause goes out to our well-deserving finalists and winners, and our heartfelt appreciation to all the Awards Sponsors.

A special mention to The Nursing Partnership for generously sponsoring the Arrival Drinks and to the Hilton Glasgow for sponsoring the Hotel Stay Raffle Prize.

To discover more about our exceptional finalists, you can explore the details in our [Awards Programme](#)

[Find out more about our winners & finalists here](#)



HEALTHIER WORKING LIVES



healthier working lives

for the care workforce

Developing careers, enhancing continuity and promoting wellbeing



THE UNIVERSITY
of EDINBURGH



University of
Reading

CODEBASE



Scottish Care
Voice of the independent care sector



Healthy Ageing Challenge
Social, Behavioral and
Design Research

SHAPE THE FUTURE OF ADULT SOCIAL CARE WITH HEALTHIER WORKING LIVES

Working Lives (HWL) is an Innovate UK funded programme dedicated to assessing the challenges and opportunities for the over 50's care workforce. Led by King's College London in collaboration with the University of Edinburgh. This programme is also in partnership with a number of organisations including Scottish Care, with our Workforce Policy & Practice Lead, Caroline Deane as the Care Lead for the HWL project team.

The adult social care sector is facing unprecedented challenges exacerbated by COVID-19 and Brexit regulations. Our valued care workers are often underpaid, and business models are strained, leading to a demoralised workforce and increased turnover.

HWL's mission is to tackle these challenges head-on. Focused on understanding the crisis

impacting care workers and organisations, the programme aims to pave the way for sustainable solutions.

Visit <https://www.kcl.ac.uk/research/healthier-working-lives-for-the-care-workforce> to discover more and become part of this essential initiative. Your insights and involvement are crucial in shaping a brighter future for the social care sector. Opt in, register, and join the movement to make a positive difference for care workers and the social care sector.

Together, let's create a stronger, more resilient future for adult social care!

[Find out more about Healthier Working Lives here](#)



**Eye Tests
for Care
Homes**

This is why we're here.

Everything we do starts and ends with a simple mission - to change people's lives, every day.

From dementia and blindness to clarity and independence | Jean's story

At Cherry Lodge, Jean, 85, found more than care - she found a new beginning. Blinded by cataracts, her world was dark. Thanks to OutsideClinic's timely intervention, Jean's world was brightened, reclaiming her independence and joy for life. Witness her remarkable journey from darkness to clarity.

"OutsideClinic understand the needs of a care home and its residents."

Lauren, Carer at Cherry Lodge

For the full inspiring story, visit outsideclinic.co.uk/jean

Book your residents eye tests at
outsideclinic.co.uk/care-homes



CHRISTMAS FESTIVITIES IN CARE

As the holiday season approaches, we reached out to Scottish Care members, inviting them to share snapshots of Christmas activities from their care homes and homecare settings.

A massive thanks to all who contributed! We've curated a collection of these heart warming moments to spotlight the joy these activities bring. Through these images, we aim to share the spirit of Christmas and highlight the vital role of social care in ensuring the safety, wellness, and joy of individuals during this festive season.



Richmond House's Winter Wonderland Visit

Richmond House residents in Crieff had a fantastic outing to Crieff Hydro's Winter Wonderland.

Starting with tea and cake, they then delighted in meeting and learning about the reindeer, feeding and petting these majestic creatures.

The visit concluded with a charming stroll through the mesmerising light show on the Hydro's grounds. Everyone had a wonderful time enjoying the festive attractions



Bluebird Care Ayrshire, Edinburgh & Glasgow South Christmas Jumper Fun

On Christmas Jumper Day, the team at Bluebird Care Ayrshire, Edinburgh & Glasgow South, wanted to have some fun and get their customers involved. As most of their customers don't have Christmas Jumpers and may not have wanted to wear them for a full day, they decided to have fun with something a little easier to manage. The team and their customers had fun dressing up with festive accessories. It was great to see the Care Assistants turn into elves for the day, spreading Christmas cheer across the community.



Bluebird Care Ayrshire





Bluebird Care Glasgow South



HO
HO
HO



Bluebird Care Edinburgh



Bluebird Care Ayrshire, Edinburgh & Glasgow South Office Get Together

As Bluebird Care Ayrshire, Edinburgh & Glasgow South continue to expand their office team, they decided to have some Christmas fun together in one of the offices as a team Christmas Day. Director, Jane Perry took the team through their exciting plans for 2024, and then they got down to the fun stuff. Their afternoon and evening consisted of Secret Santa, along with fun and games.



Christmas Jumper Day at Balhousie Care Group

Just like offices up and down the country, Head Office at Balhousie Care Group embraced Christmas Jumper Day in style, in aid of Save The Children, with some fetching costumes including jumpers featuring The Grinch and cosy Santa oodies!

Balhousie's care teams set to shine in Christmas video

As Christmas approaches, many of the staff and residents at Balhousie Care Group have been busy learning the words and performing Christmas classic, Winter Wonderland, for a bespoke Christmas e-card video.

The filmmakers spotted some great voices amongst the staff, but, more than anything else, there was lots of laughter and Christmas joy. Look out for Balhousie's special video on social media over the festive season.



Balhousie Intergenerational Tartan goes a long way this Christmas

A tartan created to celebrate a long-standing, intergenerational community partnership has continued to bring joy this festive season.

The Balhousie Intergenerational Tartan was originally designed in 2019 by Balhousie North Inch, part of Scottish care provider, Balhousie Care Group, in collaboration with nearby Balhousie Primary School in Perth. Interrupted by the pandemic, it was finally woven by Forfar-based Strathmore Woollen company and launched in 2022.

An art competition celebrating the school's link with the care home was run in Spring 2022 and winner, pupil Chloe Hansen, was gifted a bespoke kilt made from the Balhousie Intergenerational Tartan.

Fast forward to Autumn 2023 and Balhousie Care Group sought a way to use the remaining tartan to connect and brighten all their homes, creating a tree decoration and table runner for each home in time for this festive season.



ASC's pop-up shop offer Christmas shopping at Balhousie Head Office

ASC, a specialist care facility from Balhousie Care Group based in Balbeggie Perthshire, visited the Group's Head Office in Perth to offer staff the chance to do some Christmas shopping.

The LOTUS Project, which stands for Love Our Talents Unique Special, is a service-user-led social enterprise from ASC. The team came along and sold a range of bespoke creations, from upcycled bottles with Christmas lights to ornate wooden bowls created in ASC's popular woodwork shed.

The service-users made an incredible £310 from the sale, which will help the social enterprise continue to grow.



Christmas Serenade at Abbotsford Tayside Newburgh

Staff gave a surprise performance as part of the Christmas celebrations, the staff sang their own song to the residents that left a lasting impact on residents, fellow team members and relatives.

The highlight of the surprise was a carefully chosen song with adapted lyrics that carried a message of reassurance and commitment to the resident's well-being. The staff dedicated time and effort to learn and modify the lyrics of a well-known and beloved song. The adapted lyrics were crafted to convey a powerful message, that the staff are here for the residents no matter what challenges may arise. The thoughtful selection of the song, combined with the personalised lyrics, aimed to uplift spirits and create a sense of connection and warmth with the impact of the heartfelt and connection felt by all.

The performance served as a reminder of the caring and supportive community within the care home. This initiative reflects the commitment of the staff to go above and beyond to create a positive and nurturing environment within our care home.

Some of the residents, adorned with their festive face paint, paraded through the home, sharing smiles and spreading joy. The staff joined in, creating a colourful procession of festive spirit. Faces painted with snowmen, Christmas lights, holly, Christmas trees, the grinch, and a reindeer to name a few. The residents and staff celebrated the true meaning of Christmas joy, togetherness, and the simple joy of spreading happiness.



LEAN ON US**Verse 1**

Hmm...hmm-hmm-hmm-hmm-hmm
 Hmm-hmm-hmm-hmm
 Hmm-hmm-hmm-hmm-hmm
 Sometimes in our lives
 We all have pain
 We all have sorrow
 But in this care home, love is embraced
 Here in this happy home

Chorus

Lean on us,
 when you're not strong
 And we'll be your friends
 We'll help you carry on
 For it won't be long, till we're gonna need somebody to lean on

Verse 2

In our care home,
 where memories bloom
 staff will dispel your gloom
 Through every chapter,
 laughter and rhyme
 We'll navigate the sands of time
 You just call on me brother when you need a hand
 We all need somebody to lean on
 Here in this warmth, where our hearts are free
 Our lovely, care home, a sweet melody

Chorus

Lean on us,
 when you're not strong
 And we'll be your friends
 We'll help you carry on
 For it won't be long, till we're gonna need somebody to lean on

Verse 3

You just call on me brother, when you need a hand
 We all need somebody to lean on
 Through the dance of the seasons
 Through joy and through strife
 We'll navigate together,
 the melody of life

Outro

If there is a load you have to bear
 That you can't carry
 I'm right up the road
 We'll share your load
 If you just call me
 Call me
 If you need a friend
 Call me
 If you need a friend
 Call me
 If you ever need a friend
 Call me, call me
 Call me, call me
 Call me, call me
 Call me



Raith Manor Residents Discover True Christmas Spirit in Unity and Togetherness After Being Displaced

After a fire at Raith Manor, residents found solace in togetherness during Christmas. Staff and relatives, including Mrs. Claus, brought festive cheer to their temporary homes. Together, they celebrated with carols and stories, discovering that home isn't a place, but the warmth of community and family.

Residents were recently displaced due to a fire at Raith Manor leaving many in despair just days before Christmas. It sure put a damper on Christmas vibes, however, in the midst of this calamity, the true spirit of Christmas began to flicker and shine. Raith Manor is usually bustling with holiday activities, well staff dug deep to provide that festive cheer to their temporary homes. It reminded everyone that Christmas is about family and togetherness. Even given their circumstances, residents, relatives and staff shared tales of past holidays as they rallied round for a Christmas party. Amidst the sharing and caring, a special guest arrived to lift spirits - Ms Claus, her presence was a delightful surprise. Mrs Claus (a relative with a jolly demeanor and warm smile) spread wonder and excitement, reminding everyone that no matter where they were, as long as they were together, they were home. There was singing of carols, food and merriment. The hearts of the displaced residents and staff filled with warmth. They realised that the fire had taken their house but not their home. Home was here, in the arms of their community, in the shared laughter and tears, in the unity that the festive season had brought. The residents, though still facing a long journey ahead, they have comfort in knowing they are not alone. This Christmas, they had discovered the true meaning of the holiday - it wasn't about the place, but about the people who made it home, a beacon of love and togetherness, shining through the most difficult of times.



Oakminster Healthcare Christmas Card Competition

Every year, Oakminster Healthcare Ltd runs a Christmas Card Competition between all their homes. The winning design gets printed as their corporate Christmas card.

This year it was another tightly fought competition with numerous of amazing Christmas card designs submitted from all of their care communities.

A huge well done to Ian of Cumbrae House Care Community, who blew the judges away with this intricately designed and superbly executed card as the winning entry.

These cards are hot off the printers and every year the winning designs is sent near and far to current and previous people who have been involved with Oakminster through the years.



DISCLOSURE (SCOTLAND) ACT 2020 UPDATE



Based on our stakeholders' feedback, we're working towards implementing the [Disclosure \(Scotland\) Act 2020](#) by 1 April 2025.

The additional time to implement these changes will mean that:

- you, our stakeholders and customers, have more time to prepare for the changes required to move to the new disclosure regime

- we will deliver our new services at a standard that maintains an excellent level of service to you and the people of Scotland

During this time, we ask that you deliver on your legal responsibilities which include:

- Protecting Vulnerable Groups (PVG) scheme members need to tell us if their personal details have changed
- organisations must notify us when a PVG scheme member stops doing regulated work with them

You can see the upcoming changes on our [website](#) and by keeping up to date with Disclosure Scotland on [Twitter](#), [Facebook](#) and [LinkedIn](#), and [signing up](#) to our quarterly e-bulletin.

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.



SSSC SUPPORTING STAFF TO RAISE CONCERNS



Hannah Coleman
Acting Director of Regulation
SSSC

It's important that staff working in social care feel supported and able to raise concerns in the workplace. SSSC Acting Director of Regulation, Hannah Coleman, explains how SSSC and Care Inspectorate guidance can help staff and employers.

Everyone working in social care has a responsibility to provide the best possible care, in a safe environment and in a way that helps people live the lives they want.

This includes raising concerns when they have them and employers having the right things in place to make sure staff can raise concerns easily and safely.

We published our joint guidance with the Care Inspectorate, [Raising concerns in the workplace: Guidance for employers, social service workers and social work students](#), several years ago and recently issued a joint statement reiterating its importance in ensuring public protection.

Staff

The first part of the guidance is for workers and



students and reminds them of their professional duty to raise concerns and SSSC registrants' responsibilities under the Codes of Practice.

It outlines examples of the types of concerns they may have and should speak up about including:

- child or adult protection concerns
- concerns about a colleague's fitness to practise
- the standard or quality of care being provided
- employer's non-compliance with legal or Health and Social Care Standards requirements.

The prospect of raising concerns can cause lots of anxiety and it's the employer's responsibility to have a supportive culture and processes in place to enable staff to speak up.

Employers and managers

Creating a workplace culture that encourages openness and honesty is vital when it comes to giving staff the confidence to speak up and the knowledge that their concerns will be dealt with properly.

Asking people regularly during supervision and their one-to-one meetings whether they have any concerns can help create this culture and provide time away from the pressures of the daily routine to discuss any concerns and potential changes needed to address them.

Confidentiality when dealing with staff concerns and protecting them from any negative consequences or retaliation from colleagues, or others, are both crucial to give staff the confidence to speak up.

The guidance also covers Duty of Candour that sets out what needs to happen when unexpected or unintended harm is caused and whistleblowing provisions that offer protection for people speaking out in the public interest.

Employer advice line

If you're dealing with concerns in the workplace

about the fitness to practise of staff but you're not sure if it meets our thresholds for a referral, you can contact our employer advice line. Email employerlink@sssc.uk.com or phone 0345 60 30 891, selecting the option for employer advice line, our phone line is open Monday to Friday 9am to 4pm.

Get the guidance online

Find the Raising concerns in the workplace: Guidance for employers, social service workers and social work students on our website at <https://www.sssc.uk.com/knowledgebase/article/KA-02659/en-us>

RCN SCOTLAND NURSE OF THE YEAR AWARDS



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.

QCS GOOD GOVERNANCE PLANNER



As a health or social care manager responsible for one or multiple services, you understand the importance of continuous quality improvement. But here's the big question: Can the services you oversee provide concrete evidence of this improvement? Do you have the necessary proof of your effective processes and systems?

2024 is approaching, and it brings a renewed focus on accountability.

The Care Inspectorate demand clear evidence of effective governance that assesses, monitors, and drives improvement in quality and safety.

This evidence is your key to meeting regulatory standards and enhancing the services you provide.

The QCS Good Governance Planner demonstrates your commitment to excellence.

Your planner offers a comprehensive template to outline essential tasks—weekly, monthly, quarterly, and annually. It empowers you to evidence good governance across your services and allows you to strategically schedule these tasks throughout the year.

Think of it as your roadmap to demonstrate excellence against the Care Inspectorates Key Questions, especially How good is our Leadership and the Health and Social Care Standards.

Download this handy planner on:

<https://www.qcs.co.uk/scottish-good-governance-planner-2024/>

A promotional poster for a 'MEMBERS WEBINAR' titled 'SCOTTISH CARE SURGERY'. The background is a solid blue color. On the left, there is a white calendar icon, a location pin icon, and a dark blue button that says 'JOIN VIA OUR MEMBERS AREA'. To the right of these icons, the text 'Wednesday 17 January 2024' and 'Wednesday 31 January 2024' is displayed, followed by '11:00 am' and the 'Zoom' logo. On the right side of the poster, there is an illustration of a laptop screen showing a video conference with several participants. The entire poster is set against a blurred background of a desk with a plant and a laptop.

YOUR FREE HR ADVICE LINE POWERED BY CITATION



Do you ever come across a tricky HR issue and find yourself asking “What do I do”?

It can be so hard to know what the best course of action is, especially when you’re juggling the day-to-day tasks of running a care business— after all, you didn’t go into the care sector to deal with difficult HR problems.

To support you with any tricky situations, Citation, a Scottish Care Gold Tier Preferred Supplier, is offering a free, HR advice line to members.

Problem with a staff member? Questions about a contract? Whatever you need support with, their HR consultant Jonathan is here to help. With over 10 years’ experience managing HR issues in industries ranging from hospitality and social care to transport, utilities and charities, he can advise on all aspects of HR and Employment Law and

turn the complicated into clarity.

Here’s a few examples of the issues he can help you with:

- Disciplinary and grievances
- Conflict at work
- Sickness absences
- Probation periods
- And so much more!

So how does it work?

It couldn’t be easier to get the support you need. Get in touch with Jonathan at Citation today by calling 0161 504 0843 or emailing appointmentswithjonathan@citation.co.uk between 9am-5pm Monday-Friday or [click here](#) to book an appointment at a time that suits you.

Ts & Cs apply.



If you have any feedback or ideas of what you'd like to see in the Bulletin, please get in touch at comms@scottishcare.org!

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

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CMS Cameron McKenna Nabarro Olswang LLP

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

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

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





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Davidson Chalmers Stewart

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

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

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

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

0131 625 9069 / 07584 637412

laura.irvine@dclegal.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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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

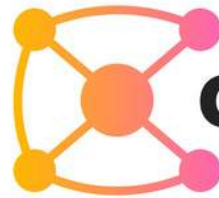
Consultiv Utilities

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
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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.

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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

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.

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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.

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derek@florence.co.uk
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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
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www.focusbusinessconsultancy.co.uk



inenco

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.

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Lyreco

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

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

Frank Mess - 07931755442
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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 the leading digital social care records platform, suitable for a wide variety of care and support types for services supporting less than 5 people up to services supporting more than 10,000 people. Nourish is used by 204,000 carers every day to support 320,000 people within residential, nursing, learning disabilities, domiciliary care, dementia, supported living and other care and support settings.

With Nourish, care and support teams can plan, record and coordinate care via the desktop app and on the go using the mobile app. The Nourish platform is flexible and configurable to retain what's important and unique about your care service. 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. Intuitive and easy to use, Nourish empowers care and support services to deliver exceptional care outcomes. Nourish is also ISO 27001:2022 and Cyber Essentials Plus accredited, ensuring all your data and information is secured at the highest level possible.

023 8000 2288
hello@nourishcare.com
<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.

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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.

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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@tscpp.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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West College Scotland

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

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

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

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