



Scottish Care

Voice of the independent care sector

Issue 94
Spring 2024

BULLETIN



Friday 17 May 2024

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EDITORIAL

BY DR DONALD MACASKILL, CHIEF EXECUTIVE



Dear member,

As I write this we are right in the midst of growing anticipation about a General Election with debate about when it will happen and reflection over just how targeted to winning votes the Spring Budget was or was not.

When I think about elections with their party political hustings and campaigns the nature of truth and truthfulness comes to mind. I don't think I'm alone in despairing about the lack of honesty and truthfulness in modern politics. It's not that I'm saying that politicians are liars -heaven forfend - but the disjoint between promise and fulfilment, statement and actuality seems to grow ever wider.

The lack of truthfulness is especially evident in our world of social care. Increasingly we hear pronouncements at local and national level about protecting services, increased investment and support for workers - yet the reality on the ground of care packages withdrawn, care home beds lying empty, and rising demand and unmet need in the community tells a very different story.

Martin Luther King Jr once said:

"The truth will set you free, but first it will make you

miserable. Truth is like the sun. You can shut it out for a time, but it ain't goin' away."

I think we need our politicians to own up to the fiscal and operational realities we all know as true; to stop pretending everything in the care garden is rosy or that come a National Care Service that all will be well.

We are going through and struggling to survive in some of the most damaging care environments many of us have ever known. This is not the time for half-truth and hyperbole but honest conversation.

This edition of our magazine shows the amazing work which the care sector is delivering across Scotland together with partners and stakeholders. It is work grounded in an honest truth not a false dream.

In the midst of all the politics and promise, all the make-believe and manifestos, I promise you that we at Scottish Care will continue to keep the sun of truthfulness shining through however miserable it might make our politicians and we will do so into the summer and beyond.

Dr Donald Macaskill

CEO, Scottish Care



@DrDMacaskill



DEPUTY CEO UPDATE



Karen Hedge
Deputy CEO
Scottish Care

Winter into spring is always a busy time of year for Scottish Care and our members as we await decisions on funding for the new financial year, the real and tangible impact this has on the people affected by the decisions so often lost amidst the constraints of the commissioning and procurement process. Colleagues across the health and social care system are managing the need to make savings, which is greater than ever before and yet, I maintain that the money is there, it is just in the wrong place. Funding constraints come as no surprise to independent sector providers, yet worryingly seems to be for our government and NHS counterparts. I want to take this opportunity to formally recognise the efforts of Scottish Care staff who have gone above and beyond at this difficult time.

The implementation gap from which we suffer in Scotland is holding us back from delivering equitable care and support to the people of Scotland, Fair Work to those who work in social care, and, the embracing new models of care and support, all because money is tied up in different pots, in different places in a fragmented health and social care system.

We have seen the creation of the Verity House agreement and the New Deal for Business, but no clarity around what that means for independent sector providers. We need our government to formally recognise the role of the independent social care sector, not just in the delivery and design of social care, but as a valued contributor to Scotland's economy. This of course is something which we continue to

press on, and I draw your attention to the work of our policy lead for ethical commissioning, who has been making constructive efforts in this area.

Of course, these are not the only matters which Scottish Care is focussing on, and I am excited to refer to the outputs of our recent strategy and planning session surmounting to an exciting and influential year head for our members, some of which you will hear about in this bulletin. These events and activities build upon the theme of our Care at Home and Housing Support Conference this year - Care Revolution: Time to Act. Plan A for health and social care might not be fit for purpose anymore, but that's ok - the alphabet has 25 more letters, it's time we try another one.



@hegeit

MEMBERSHIP SUPPORT UPDATE



Stefanie Callaghan
Membership Support Manager
Scottish Care

Hello everyone! Stefanie here with a Membership Support Update for the Spring 2024 edition of the Bulletin.

How can it possibly be time for another Bulletin magazine already? Time really does fly when you work in social care!

Starting off strong – we want to remind our amazing Home Care members that the **2024 Care at Home Conference and Awards takes place this May 17th at the Radisson Blu in Glasgow**. We cannot wait to meet you all and I know we say it every year, but this year’s programme might be our best yet! We listened to you and this year we have the most innovative, interactive and thought provoking conference line up for you entitled “Care Revolution – Time to Act”! We know this has been a difficult year already for so many of you so we want to rise to the challenge and make this conference one that will inform and inspire you as we work together as a sector towards a more positive and progressive future for home care! Tickets are now available! Check out tickets and the programme here <https://scottishcare.org/care-at-home-housing-support-conference-2024/>. And what is a conference without an Awards Ceremony! Our fantastic conference will be topped off with yet another splendid night of fun and festivities, hosted by Michelle McManus and Scottish Care CEO, Dr Donald

Macaskill. We look forward to welcoming you all and celebrating the very best in home care on the night! Here are all the details - <https://scottishcare.org/care-at-home-and-housing-support-awards-2024/>

Branch Chair Network across the Country – fantastic visits coming up! As so many of you who we met recently know, we made a strategic decision to visit members in their own back yards with a concerted effort to get to almost all our branch chair geographies last autumn. We completed 7 before the end of last year and have now scheduled the remaining areas to visit this spring – A&B, D&G and Scottish Borders.

These remaining visits are happening as follows:

Friday 26th April – 1130am – 130pm CH and CAH Argyll and Bute (will be held at Premier Healthcare in Helensburgh)

Friday 3rd May - 12pm - 2pm CH and CAH Dumfries and Galloway (will be held at The Bridge, Dumfries)

Friday 29th May - 1230-2pm CH and CAH Scottish Borders (venue tbd)

Our primary objective with these visits is to hear about your challenges. Learn about your frustrations, and where you can, share your successes too. Donald, Karen and I are also providing updates on key regulatory and strategic initiatives that are ongoing and that are important to you - from the recent communications around the Adult Social Care Pay Uplift 2024 we shared, to the final vote on this year’s NCHC, to financial sustainability, our work on international recruitment and connecting with the Home Office, to the Care Inspectorate and so much 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. As a reminder we do currently have Care Home branch chair vacancies in East and North Ayrshire, North Lanarkshire and Argyll and Bute. For Care at Home, we have branch chair vacancies in Aberdeenshire and Inverclyde. We would love to hear from folks interested in learning more! A huge thank you to our current roster of amazing branch chairs who do so much on behalf of our membership across the country – we so appreciate all that you do! And a huge welcome to Mike Collier from Plus Home Care, the new Pan Ayrshire CAH branch chair, and to Conor Barr, from Call-In Home Care, the new Forth Valley CAH branch chair. Any questions on our current vacancies and your interest in being a branch chair, please do not hesitate to reach out and ask me!

What is our Value Proposition – and WHY are more organisations joining Scottish Care?

A value proposition should be a clear statement that can demonstrate who our audience is (all of you!), showcase that we understand you and give voice to your needs, focus on the specifics of what we do for you, and emphasise the benefits or value of what membership means! At Scottish Care, we advocate for independent providers of social care, ensuring the quality care that you provide remains at the forefront of our efforts. We amplify your voice, represent your interests, influence policy decisions, and work to create a supportive environment for your organisation within the sector. We have been working hard to reinforce what this means in practice to current members; we also utilise this approach when speaking with prospective members who want to know why they should join Scottish Care. 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 clearly address the many valuable ways we support, advocate, and can help you. And it seems to be working! We have welcomed 12 new members since November of last year who see the value of joining our organisation and all of you! If you know anyone interested in learning more about what we have to offer, please do send them my way.

As I always share with you, our job 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. Navigating a difficult and challenging environment on top of all that you have to manage on a day-to-day basis, requires resilience, adaptability and a strong support network. We know you have that covered in bucket loads and do so well, but always remember we are here to help!

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

Thank you all so much!

Stefanie



@scottieabroad



WORKFORCE MATTERS



Caroline Deane
Workforce Policy & Research Lead
Scottish Care

The Human Factor in our Care System

Working in social care we often hear the phrase *'the system is broken'* but what does this really mean and what in particular is the impact on our workforce who have no option but to operate within that system. What does it mean when staff are then criticised if they at times fail working in the confines of that broken system? Models of human error that focus on the person have long been criticised and seen to create a culture of organisational safety that mainly blames the individual.

Unfortunately, it is this perspective that leads to complaints against care providers being upheld even when they strictly follow all the correct policies and procedures they have in place. An example of this can be seen in the requirement of a care manager to ensure that they have all the required information prior to commencing a care service. In real life context providers are not always provided with robust information to safely start a care package or an individual may be admitted to a care home on the basis of an assessment that does not accurately reflect the resident's needs. This can be out with the control of the care manager as most referrals are sent to them from local Health and Social Care Partnerships who they are contracted to through frameworks and service agreements. The result of this are complaints against care providers being upheld in situations where they had very little ability to have made different decisions.

The other main problem with this (in addition to affecting care managers confidence and subsequent retention in the sector) is it does not allow focus on the system failure and therefore does not address the root of the problem. Rather than blaming the error on human performance we can highlight the gaps that are inherent in the system and create solutions to address them. Another example of this can be found in medication administration which has long been a wicked issue in social care. Medication errors do and will occur, safe systems are in place to address an error and an expectation is for the staff member to refresh their training. The system in which care staff assist with medication is however flawed, and the blister pack method is not favoured by most pharmacies although still widely in use. Restricted time is a factor not least when care at home workers are being allocated more and more fifteen minute visits. Until the method of medication assistance is addressed, we will continue to have care workers demoralised by foreseeable errors that could potentially be reduced.

Other sectors are far in advance with their approach to humans working within systems, the rail industry and aviation being two examples. Both sectors have for understandable reasons highly invested in the safety aspect of their services often following serious accidents resulting from human error. Psychology has studied why skilled individuals make errors and there is a wealth of research and evidence explaining this subject. Ultimately there should not be focus on the human aspect and individual performance at times of service failure but instead consider why the system has not supported better risk identification.

Social care has a great deal of challenges including a broken system and a workforce of insufficient number to provide care for the growing population need. Lack of funding has impacted on the ability to improve that system and integration has often been a failure because of budget disputes. Competition for funding and resources between health and social care has not been conducive to building healthy relationships or given space to embed integration between services. Responding to these systemic challenges with increasing monitoring and regulation is making the situation worse. Staff generally do not perform well



under pressure, although the social care workforce may be the exception to that! Their roles consist of them working under pressure, caring for people who have complex health needs. The system care workers are operating in should work for them or at the very least not produce barriers or be so inflexible it makes their job much more difficult. Perhaps then care workers could focus on the relationships with those they provide care for. Relationships that build

knowledge of a person and enables the experience and ability to recognise and report very small changes in someone that could help keep them safe and well. That way we can improve outcomes for people receiving care services and their families as well as for the social care workforce.



Calling all Scottish Care Members

Has your organisation's contact details changed?

Let us know at:



comms@scottishcare.org



ETHICAL COMMISSIONING & PROCUREMENT



Fraser Smith

**Policy Lead (Ethical Commissioning)
Scottish Care**

It certainly doesn't feel like only four months since Scottish Care's *'Ethical Commissioning and Procurement'* project launched; such is the level of work undertaken to date. It is clear that how the vital services of our members are commissioned and procured is of the utmost importance. With this in mind, Scottish Care have been engaged in a variety of workstreams across the country.

I continue to consult with membership on the efficacy of ethical commissioning principles through live questionnaires on the Scottish Care website. Our drop-in sessions also offer the opportunity to pop by and quickly let us know the pressing issues in your area.

Scottish Care has commenced its three-part series of major workshops, *'Ethical Commissioning for the Independent Sector: Rights, Respect and Redistribution'*. Visiting Aberdeen, Edinburgh and Glasgow this year respectively, these all-day sessions offer the opportunity to learn from expert speakers on a range of central elements to ethical commissioning, and to direct your views on reform to various stakeholders directly involved in the commissioning process.

As lynchpins of their communities, providers in rural and remote areas provide a unique level of service, and we have recognised this through our commitment to a range of bespoke forums across the country. We want to learn more about the unique barriers to rural service delivery, their impact on implementing ethical commissioning, and how we can support the ongoing involvement of rural communities in reform. Our first session, which took place in Inverness, focussed on Highland communities, and I welcome any suggestions from members for similar visits across Scotland.

Finally, stay tuned for our upcoming 'myth-busting' release, as Scottish Care aims to challenge misconceptions surrounding the true cost of care and the ongoing sustainability of the independent sector, which continue to pervade commissioning decisions across Scotland.

To conclude, I echo the theme of our Annual Care at Home & Housing Support Conference and Exhibition, that it is *'time to act'*. In the wake of such significant and looming reform to how care and support will be commissioned and procured across Scotland, never have your expert insights as providers of a range of commissioned services been so important.



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GOOD NEWS STORY - BURNS GYM



Local Brothers Secure North Lanarkshire Council Contract to Deliver Virtual Fitness Programme to Care Home Residents

In an uplifting collaboration, Burns Gym has secured a contract with North Lanarkshire Council to deliver their virtual fitness programme to all care homes in the North Lanarkshire area. The programme, which kicked off at the beginning of February, is already making waves in enhancing the well-being of care home residents.

Joe and Tony, natives of North Lanarkshire, express their absolute delight with the award. Joe emphasises, *“We understand the importance of cross-sectoral working and we are delighted to be delivering an inclusive programme to all residents in the North Lanarkshire area. It makes it even more special that we come from this area.”*

With 27 care homes under the North Lanarkshire Council’s umbrella, residents eagerly anticipate joining the brothers every Friday morning for exercise sessions filled with music, fun, and camaraderie. Tony states

“We are extremely passionate about the work that we do and always look to incorporate the latest research to ensure the people we support get the best possible service. There is a lot of education, hard work and planning that goes into our programme but as soon as the class starts, it’s all fun, good energy and laughs to ensure we get maximum engagement from everyone involved. We deliver every session in a kilt which definitely helps with that engagement.”

The origin of this partnership traces back to a Scottish Care Conference, where Angela Price, Independent Sector Lead for North Lanarkshire Scottish Care, was captivated by Joe and Tony’s dedication to making exercise enjoyable and accessible for all. Encouraged by her colleague, Tricia Chalmers, Angela initiated discussions that ultimately led to this impactful collaboration. Angela adds *“After reviewing their website and social media profiles, I reached out to Burns Gym and invited them to a Care Home Managers meeting to present their offerings. The positive response from attendees, including NHS colleagues, encouraged us to recommend that they propose exercise classes to North Lanarkshire Local Authority for all care homes in the area. Their proposal was successful, and I was thrilled to hear the news.”*

Beechwood Care Home is among the 27 homes benefiting from Burns Gym’s programme. Cathy Togneri, the manager, shares, *“Beechwood residents love a challenge and Burns Gym have certainly provided this with their weekly strength and balance programme. The programme is easy to follow, fun, and provides physical activity that everyone can get involved in.”*

Working closely with care home activities teams, Joe and Tony ensure that their programme meets the unique needs of each resident. Helen Miller, Activities Coordinator at Beechwood, notes, *“Our residents look forward to our 30-minute weekly gym sessions with Burn’s Gym, relatives and families also participate. The sessions bring conversation, good motivation for*



exercise and improvement in physical wellbeing. We have witnessed a small change in some resident's strength and balance when rising from their chairs."

Cathy Meek, a resident of Beechwood who is 100 years old said "I love to see the boys in their kilts on the big screen, I am enjoying the exercise because they are easy to do, we all join in".

The NHS Care Home Liaison team has played an integral role in supporting the implementation of the programme. Linzi Munro, Care Home Liaison Nurse, team lead for Lanarkshire, shares, "We have recently been working collaboratively with Burns Gym and

care homes within North Lanarkshire. Residents have been given the opportunity to participate in a virtual "gym session" with residents from other care homes in the area. We have had very positive feedback from all involved and hope we can continue to support care home staff to give our residents the best possible experiences and opportunities".

As residents gather in the care homes of North Lanarkshire every Friday morning, the atmosphere is lifted with the presence of Burns Gym's programme. Through their dedication and passion, Joe and Tony bring a sense of community and well-being to those they serve.

DISCLOSURE (SCOTLAND) ACT 2020 UPDATE



Disclosure Scotland plays an important role in the safeguarding landscape in Scotland. Our vetting service matches people to criminal records, helping organisations make safer recruitment decisions. We also manage the Protecting Vulnerable Groups (PVG) scheme, which includes:

- ongoing monitoring of everyone who is a member of the PVG scheme
- matching millions of updated police records to scheme members annually
- managing a barring service, which follows a fair process to remove those who have a history of harmful or potentially harmful behaviour from regulated work with children or protected adults

You can hear more about our role, including what our stakeholders from Positive Changes, Scottish Nursing Guild and Children's Hospices Across Scotland (CHAS), say about us, by watching our ['Reform in Action' video](#).

Disclosure (Scotland) Act changes

The Act will improve the disclosure system in Scotland by removing unnecessary barriers for people with

convictions as they seek employment or other opportunities and enhance the PVG scheme. This includes:

- the introduction of simplified disclosure products and people having more control over their information
- an individualised approach to the disclosure of childhood offending and rights of review for convictions disclosed, to enhance fairness and proportionality
- the PVG scheme becoming mandatory for those carrying out regulated roles with children and protected adults
- the ability for Disclosure Scotland to impose conditions on PVG scheme members who are under consideration for listing

Most of the Act will be implemented on 1 April 2025. We will continue our work on implementation in a collaborative manner and with our stakeholders' participation informing our product design.

From 1 April 2026, lifetime membership of the PVG scheme will be replaced by time-limited scheme membership, with renewal required every five years. We have postponed implementation of time limited membership to engage with stakeholders further on what is required for the transition of existing scheme members to time-limited membership.



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PHOENIX SPECIALIST RISK SOLUTIONS

Phoenix Specialist Risk Solutions are a specialist care insurance broker. Having worked in the industry for many years we are experienced in understanding the covers you need and the unique risks you face.

Insurance has been a hot topic for several years now, many people have blamed the Covid-19 pandemic for this, but this was just the catalyst for change, prior to Covid-19 many insurers had already started to look to increase rates and this accelerated their approach. Care had been for several years an unprofitable class of business.

As we come out of Covid-19 we still have the underlying issues which have meant that premium rates have remained at a higher level and this has been compounded with higher interest rates along with other geopolitical risks. The insurance rates are likely to remain at the current level or with a small increase for the next 3-5 years before they start to level and fall again.

Good Risk Management is key. In terms of your regulatory reports and claims history as well as considerations for maintenance of the premises and additional business activities. Look at your accident book and can you see any repeat issues which could highlight a trend, this has historically been around spills and trips.

We have seen a number of Home Care providers struggle to find sensible priced motor insurance which has led to a number of conversations around driver training and accident reporting as well as looking at for some client's installation of telematics to monitor driving.

Covers which in the past had been relatively cheap and seen as nicey but not essential, like Cyber Liability and Directors and Officers cover have become more implanted in people's minds, mainly following the large software outage in August 2023 which left many providers with no access to rotas and invoicing systems, most providers had no cover for this eventuality.

Life Insurance, Key Individual and Shareholder protection have all been discussed much more in the last 12 months as both business and individuals look to mitigate any additional stress following the loss of an individual.

Insurance is not there to be able to cover you for everything, but it should be used as part of the overall risk management of the business and sometimes just having a conversation around your business risk can help you realise what you are comfortable with and not and we can then tailor something for your business.

Phoenix are a Commercial Partner to Scottish Care and offer a range of insurance solutions from Care Home and Home Care through to Commercial Insurance, Life and Health Insurance to Motor and Fleet Insurance and pretty much anything else,

Please call Simon on 07817398057 or the office on 0141 673 8805 or email – simon@phoenixsrs.co.uk to discuss your needs.

CLICK THROUGH AND CREATE



Luminate, Scotland's creative ageing organisation, has updated their guide to online creative resources for use by care professionals and anyone else who is looking for inspiring activities to do with older people.

The publication lists online creative resources that can be used either in groups or one-to-one and are suitable for older people and those who care for them, whether in a family home or in care homes.

The links have been gathered from organisations around the UK, with many of the recommended resources designed to be dementia friendly. The main part of the document is for online resources, including videos and documents (which can be viewed online or printed), that guide you through accessible creative activities to engage and inspire, as well as pre-recorded films, podcasts and performances to enjoy at home.

There is also some information about live projects that older people can join in with, and some

technical support resources.

The final section is a table of creative apps to try, most of them free to upload.

The research for the document was carried out by Janie Nicoll and Joanna Peace. Janie is a visual artist who has led arts projects in care homes and day centres, including creative activities using iPads. Joanna is also a visual artist, and has previously worked for Luminate as Co-ordinator of their Arts in Care Programme.

In creating this document, Luminate has tried to find a wide range of resources that will give the most enjoyment, and hope it will be a quick way to discover new activities to do or ways of organising creative activities for all.

The document can be viewed & downloaded here:

<https://luminatescotland.org/resource/online-creative-resources-for-carers/>



SSSC FLEXIBLE QUALIFICATIONS



Cheryl Campbell
Acting Head of Education
SSSC

New flexible qualifications and continuous professional learning (CPL) for SSSC registration

Cheryl Campbell, Acting Head of Education and Standards, Scottish Social Services Council (SSSC) tells us how a more flexible approach to qualifications will help ease pressures in the social care and children and young people workforce and make it easier for people to move to jobs in different services.

From summer 2024 the SSSC will accept some SVQ qualifications for registrants on the social care and children and young people parts of the Register regardless of whether the qualifications were gained in an adult or childcare setting. This means that there are opportunities for people to work in different types of care services with their qualification without having to get another qualification. It opens up more career opportunities and gives the sector options for more flexibility in the way care services can be delivered.

Currently workers who move between adult and childcare setting or work for a service that delivers care and support to both adults and children must gain two different qualifications.



The standard qualification for workers in adult services is the SVQ Social Services and Healthcare and for workers in children's services it's the SVQ Social Services (Children and Young People) suite of qualifications.

From this summer we will accept either of these qualifications for registrants working in both adult and children's services. For example, we will accept the SVQ Social Services (Children and Young People) at SCQF Level 7 for registration as a practitioner in a care home service for adults and will accept the SVQ Social Services and Healthcare at SCQF Level 7 for registration as a practitioner in a day care of children service.

We'll ask registrants moving to another type of service to complete some extra learning, for example child or adult protection, as part of their CPL rather than doing another qualification.

Changes to continuous professional learning (CPL)

To support accepting these qualifications and to make sure registrants have the knowledge and skills for their role, we've developed a new approach to CPL.

From summer 2024, CPL will be tailored to specific roles and needs, for example there will be mandatory learning when people move from working in a children's service to an adult service.

Keep up to date with all the planned changes on the SSSC website www.sssc.uk.com

Scottish Care Commercial Partners

Our Commercial Partners 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 Commercial Partners will be highlighted to Members.

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

For more information about our Commercial Partners, including contact details and latest offers for Scottish Care members, please visit the Scottish Care website - <https://scottishcare.org/commercial-partners/>

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