

BULLETIN



CARE HOME AWARDS 2025



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AWARDS CEREMONY



FRIDAY 14 NOVEMBER 2025



HILTON, GLASGOW



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- ANCILLARY & SUPPORT STAFF
- NUTRITION & EATING WELL
- MEANINGFUL ACTIVITY
- TRAINING, LEARNING & STAFF DEVELOPMENT
- EMERGING TALENT
- OUTSTANDING ACHIEVEMENT
- LEADERSHIP
- PALLIATIVE & END OF LIFE CARE PRACTICE
- NURSE OF THE YEAR
- CARE WORKER OF THE YEAR
- SPECIALIST SERVICE/UNIT OF THE YEAR
- CARE HOME SERVICE OF THE YEAR
- CARE INNOVATION AWARD



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EDITORIAL

BY DR DONALD MACASKILL, CHIEF EXECUTIVE



The Summertime Blues: social care in Scotland

As the Scottish summer drapes itself in hesitant sunshine and less hesitant rain, we find ourselves once again in a season of contradictions – light and shadow. Long, light-filled days bring warmth to the land, yet for many in social care, the shadows of strain and exhaustion loom large.

The so-called “summertime blues” are not just a seasonal malaise but a symptom of a system stretched thin, where dedicated staff battle fatigue, recruitment gaps worsen with every ill-thought out political announcement, and the demand for compassionate care continues. While the rest of the world rushes toward holidays, barbecues, and bright horizons, many in our sector face a different season - one of continued pressure, fatigue, and the familiar ache of being overlooked.

In Scotland’s care homes and community corners, the “summertime blues” aren’t just about staffing rotas stretched by holidays, or the loneliness that deepens for some as families travel elsewhere. They’re about the lingering sense that, once again, social care is asked to do more with less, to carry burdens invisible to too many.

Yet, even in the face of these challenges, there is cause for hope.

Across Scotland, care workers continue to show

extraordinary resilience, turning exhaustion into energy, frustration into innovation. In communities from the Borders to the Highlands, small but significant changes are taking root- local partnerships strengthening, technology easing burdens, and voices of lived experience shaping better services. I am not without summertime hope.

Hope, in social care, doesn’t shout. It shows up. It shows up in the smallest acts of kindness, the daily resilience, and the growing recognition that a nation is judged not by its wealth, but by how it treats its most valuable.

But hope alone is not enough. It must be matched with action – as framework and document around reform are published, we must see more than words this summer – we need proper pay for care staff, meaningful investment in community-based support, and a collective societal recognition that social care is not a cost but a cornerstone of who we are.

The days are long, and the work is hard, but the light remains.

Enjoy the warm days whilst they last.

Dr Donald Macaskill

CEO, Scottish Care



@DrDMacaskill



DEPUTY CEO UPDATE



Karen Hedge
Deputy CEO
Scottish Care

This past quarter has been one of the busiest periods in recent memory for social care support in Scotland. While the passing of the Care Reform (Scotland) Bill (formerly known as the National Care Service), and the First Minister's launch of the Service Renewal Framework by the Scottish Government mark significant policy milestones (including the latter document mentioning the independent sector as a necessary part of the system), what has truly defined this period for Scottish Care is how our sector has responded—with clarity, courage, and creativity.

At Scottish Care, we've worked closely with providers to ensure that the ambitions of reform are grounded in the lived realities of those who give and receive care. Our response to the Care Reform Bill has been rooted in advocacy for ethical commissioning, fair work, and the protection of relationships at the heart of care and support. We've hosted surveys and forums, submitted detailed policy responses and briefings, given evidence in Parliament, and now, we will support government to produce guidance to implement the changes in ways that work for people and the system, and support members to navigate the implications of change.

We've also expanded our support for members through new resources, learning events, and direct engagement. We continue to work internally on our digital transformation, and externally on our workstreams and Active Membership programme. A particular highlight has been our branch visits – an opportunity to hear challenges and opportunities in the sector. Viability remains the top concern, and we

continue to work at Cabinet Secretary level to address this concern, alongside continued efforts of the ethical commissioning and procurement workstreams.

One of the most inspiring developments has been our work with Improving Adult Care Together (IMPACT) on reframing how we talk about social care support. Through this collaboration, we've been challenging outdated narratives and co-producing new language that reflects the dignity, contribution, and potential of those involved in care support. This work has been accompanied by a record number of providers sharing positive care stories—from moments of deep connection to examples of innovation and resilience. These stories are not just heartening; they are powerful tools for change. As Janet Mock reminds us: "I believe that telling our stories, first to ourselves and then to one another and the world, is a revolutionary act." In a sector too often defined by crisis, it is your stories which are helping to redefine care as a space of hope, humanity, and possibility.

The path ahead may be complex, but together, we are not just responding to reform—we are shaping it.



@hegeit

MEMBERSHIP SUPPORT UPDATE



Stefanie Callaghan
Membership Support Manager
Scottish Care

Hello everyone! Stefanie here with your Membership Support Update for the Summer 2025 edition of the Bulletin.

As we enter the summer season, we want to take a moment to acknowledge the reality many of you are living through — and to say, clearly and sincerely: we see you, and we hear you.

The challenges facing the social care sector continue to mount. Whether it's the stark pay discrepancy between frontline workers (£12.82 vs £12.60 depending on where staff are recruited from), the removal of social care visas restricting international recruitment, or the alarming new VAT rules that seem to unfairly target our sector — you are being asked to do more with less.

Financial sustainability is becoming harder to achieve. Many of you are experiencing the new “two in, one out” pressures on care home admissions, and local authorities are offering fewer and more limited care packages for our care at home providers. For many of you, the gap between what's possible and what's needed is widening, and frustration is understandably growing.

We want you to know: we understand. And in this Year of Active Membership, we are doing exactly that — being active on your behalf in every way we can.

We also understand that the pace of change continues

to accelerate, and that keeping up with shifting policy, regulation, and demand is no small task. That's why Scottish Care is doing everything we can to represent you — at the Scottish Government level, at local HSCP and IJB meetings, and also in Westminster — to keep pushing the urgent message that social care is in crisis and that drastic change is needed if you are to continue providing the exceptional, person-centred care that people across Scotland rely on every day.

Here are just a few of the ways we've been working alongside you:

Reports & Publications:

- Myth Busting 2025: Compassion in Crisis – challenging misinformation and amplifying the realities of care.
- Overcoming Qualification Barriers in Scottish Social Care – exploring urgent issues around SSSC registration and workforce pathways.

Consultations:

Palliative Care Matters for All – contributing to the Scottish Government's draft strategy to ensure your voices are represented.

Webinars & Learning:

- VAT Webinar – breaking down the new rules and implications for providers.
- Immigration Webinar – a practical session walking through the recent visa changes and what they mean for staffing and workforce planning.

Policy & Influence:

- We continue to raise concerns about the viability and fairness of “top-up” restrictions, and we're closely monitoring and responding to increasing cases of care packages being reduced or delayed.
- We are deeply concerned about the loss of several of our Independent Sector Leads as we know so many of you are too —these are professionals who play a critical role representing you in IJBs and across the country in HSCP's— and we continue to be actively engaging with partners to stress



the value of this support.

Branch Visits:

Year 2 of branch visits is now half way through now with our most recent meeting of Edinburgh , Pan Lothian and Pan Ayrshire providers coming to share their experiences with us. The attendance to date continues to be fantastic – and with all that you have going on, we appreciate this so much! Up next we will be visiting providers in Highland in August— keep an eye on your inbox for invitations soon!

Branch Chairs & Meetings:

Our dedicated Meet Your Branch Chair page on our website continues to populate with branch chair bios and photos – check it out and get to know your chairs that bit better! I continue to attend as many local branch meetings as I can and it has been great to meet even more members this way! Please remember – your local branch meetings are so key - where local stories become national priorities — please make time to join, and let's make sure your voice is being fed directly into our National Committee and wider work we do here at Scottish Care.

Interested in Being a Branch Chair?

Although we have 35 branch chairs, there are still vacancies:

For Care Home Branch Chairs in:

- North Ayrshire
- Argyll & Bute
- North Lanarkshire
- Aberdeen
- Dundee

And for Care at Home/Housing Support Chairs in:

- Dundee
- Angus
- Inverclyde
- Aberdeenshire

If you're interested or want to find out more, please do get in touch, I would love to share what being a branch chair means!

Looking ahead, we're also excited to share two important new projects designed to deepen member

engagement and visibility:

We are embarking on a full redesign of the Scottish Care website, with work kicking off in the coming weeks. This will include new content and visuals — and we want them to come from you, our members. Our aim is to create an innovative, engaging, and creative platform where you see yourselves and your work meaningfully represented. We can't wait to share more as this develops.

In parallel, we're undertaking a two-week pro bono project with Opencast to build on our Year of Active Membership. This initiative will explore how we can make key member interactions more intentional, impactful and reflective of your lived experience — creating a membership experience where you feel truly heard, valued, and central to our direction and advocacy.

More than ever, we are working to bring you the resources, tools, representation, and space to be heard — especially on the issues that matter most to you.

In a climate that often feels like it's pushing care providers to the margins, we want to reaffirm that YOU remain central to everything we do.

Please keep speaking to us. Join our regulatory forums, attend our surgeries, come to our events; keep checking out our calendar as there is a lot coming up. Reach out with your concerns, your insights, and your successes — because they all matter.

Thank you for all you continue to do. You are amazing, each and every one of you and we so appreciate you!

Please know I'm always here if you need to chat — just give me a call, or send me an email at stefanie.callaghan@scottishcare.org or membershipsupport@scottishcare.org.

Take care and talk soon,

Stefanie



@scottieabroad

ETHICAL COMMISSIONING & PROCUREMENT



Fraser Smith
Policy Lead (Ethical Commissioning)
Scottish Care

‘Myth-busting’ remains key as we move towards the implementation of ethical commissioning and procurement

Spring 2025 has seen the acceleration of legislative efforts to implement ethical commissioning and procurement. This notably includes the Care Reform (Scotland) Bill (previously the National Care Service Bill), which now enters the third and final stage of the parliamentary scrutiny process.

Supported by the invaluable contributions of our [active members](#), Scottish Care has contributed extensively to the progress of the Bill thus far, working towards:

- The introduction of statutorily binding guidance for ethical commissioning and procurement, with appropriate accountability measures to ensure its adherence by relevant purchasing bodies.
- The amendment of existing procurement legislation to ensure that procurement bodies are afforded the flexibility to harness the range of expert services the independent sector provides. I’d like to thank members who attended our workshop sessions with the Scottish Government’s Adult Social Care Procurement division in May for their contributions to such work.
- The efficacy of proposed reserved procurement measures, so that no independent provider is excluded from the procurement process through ar-

bitrary categorisation of their business model.

Throughout these efforts, Scottish Care continues to advocate in the strongest possible terms for the ongoing value and viability of the independent sector, and to bust the myths that continue to impede this timely legislative progress.

At our Care at Home and Housing Support Conference in May we published this year’s iteration of our briefing report, [‘Myth-Busting 2025: Compassion in Crisis’](#), evidencing the true context of the independent adult social care sector:

- Provides the most social care in Scotland, with a significant economic contribution, yet;
- Receives insufficient funding to sustain this provision, and;
- Faces a crisis of sustainability, which;
- impacts the delivery of rights-based, person led care.

Compassion in Crisis evidences the necessity of reform regarding the improved delivery of person-led, human rights-based care, through tangible action to support the existence of the services that provide it. This begins with a proper, industry-wide understanding of the vital role the independent sector plays in the delivery of adult social care and support, and how the sector’s current plight jeopardises such delivery.

Members are encouraged to utilise this resource, to bust myths alongside the Scottish Care team, and work with us to ensure that the ongoing reform across Scotland is introduced with the contributions of the independent sector at its heart.

As always, do not hesitate to get in contact through fraser.smith@scottishcare.org with any queries.



PARTNERS FOR INTEGRATION

Across Scotland our Partners for Integration (Pfi) team are leading on some innovative projects aimed at secondary school pupils, working collaboratively with Developing Young Workforce (DYW) colleagues. We are delighted to share some of the fantastic work Pfi colleagues have been doing across Highland, Dundee and Dumfries and Galloway:

Highland: Inspiring the next generation of the workforce

Laura Dobinson, our Independent Sector Career & Attraction Lead (Care Homes), is on a mission to inspire the next generation to explore careers in Adult Social Care across the Highlands. She has been working with partners across the region to deliver ASC focussed activity.

Laura says, *"It's about inspiring the next generation of the workforce to think about the range careers they could do within ASC across the Highlands. We have a breadth of opportunities within our Care Homes to shout about, but each role crucial in delivering the care & support our sector gives to people in our local communities."*

Between August 2024 and March 2025, Laura participated in 16 secondary school events from Fort Willam to Thurso, directly engaging with around 850 pupils. School activity ranged from Career Fairs to focussed sessions on Adult Social Care, promoting the pathways into different careers, with 11 local Care Homes having been involved in the activity! As a result, a number of students have taken up work experience, volunteering or in some cases employed into jobs. Laura self-created the Care Career wheel to teach students about social care, which has since been replicated in other HSCPs. The DYW Teams in Highland have been fundamental in supporting this engagement and we have exciting plans for the year ahead!



Laura Dobinson alongside Care Home Manager Louise Duffy from Abbeyfield Ballachulish





Students taking part in some interactive activities led by local Care providers; Balloon Shaving; experiencing what it feels like to be in a hoist & how to manoeuvre a hoist; IPC & donning/doffing PPE

Dundee: Myth Busting Event - Working in a Care Home (March 25)

Working in conjunction with the DYW Team in Dundee, Carole Brunton, Independent Sector Lead in Dundee organised a pilot event in Baldrigon Academy to showcase a day in the life of a care home, whilst demonstrating the many different roles that make up a team including qualifications and career pathways into working in social care. Managers and staff from several care homes supported the event, providing pupils with a very interactive insight to working in a care home. Some of the younger workforce shared their personal experience of working in social care and three care home residents joined to share their personal stories of living in a care home and their perspective on what makes a good carer. A number of the pupils also asked about work experience, jobs and apprenticeships that may be available to them.



Residents and our younger workforce



How to support different types of dietary needs



Safe moving and handling practices



Pupils creating a personal support plan for Taylor Swift

Feedback from the event:

In total, 58 students participated in the event, ages ranged from 14-17. Almost half of those who attended rated the event as either excellent or very good. Some of the words that were collated for the event were:

Eye Opening, Awesome,
Thoughtful, Ten out of Ten,
Educational, Knowledgeable,
Good, Great, Fabulous, Fun,
Amazing, Helpful

The pilot event was the springboard to holding a larger event in September 2025, which will involve all schools across Dundee to continue to promote social care as a career and a number of Care at Home, LD and DHSCP providers have stated that they would also like to get involved in the events going forward.

Dumfries and Galloway – Supporting Positive Futures

In Dumfries and Galloway our Development Officer Leah Kerr has been working with secondary school pupils supporting 'Positive Futures' and careers events encouraging young people to think about a career in social care. Additionally, Leah has presented to the Developing Young Workforce Board in Dumfries where she spoke about social care as a key growth sector. Leah is passionate about social care recruitment and takes every opportunity such as the recent Health & Care Work Experience Week, to encourage provider

partners to get involved and offer younger people opportunities for hands on social care experience.

Leah was instrumental in the development of the joint guidance - [A guide for employers of 16- and 17-year olds in social care \(Scotland\) - SSSC Learning Zone](#) which she co-authored in partnership with SSSC, Care Inspectorate, SDS and CCPS.

In recognition of her hard work and commitment Leah has been shortlisted in the DYW Individual Champion of the Year category at the Dumfries & Galloway Chamber of Commerce Business Awards which took place on 6th June. Well done Leah!



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‘COMPASSION IN CRISIS’ HOMECARE 2025

Scottish Care’s Annual Care at Home & Housing Support Conference & Exhibition took place on Friday 16 May 2025 at the Radisson Blu Hotel in Glasgow. This year’s event, held under the theme **‘Compassion in Crisis’**, brought together more than 200 delegates, speakers, exhibitors, and staff for a powerful day of learning, connection, and reflection.



As one of Scotland’s leading homecare events, the conference provided a platform for important discussion and shared innovation around the challenges and future of care at home and housing support services.

The event opened with a keynote address from Scottish Care CEO Dr Donald Macaskill, who delivered a compelling reflection titled “Crisis and New Beginning.” His remarks explored the urgent need for transformation in the sector and the importance of compassion as a driving force for change.

This was followed by a fireside chat featuring:

- Maree Todd MSP, Minister for Social Care, Mental Wellbeing and Sport
- Dame Jackie Baillie MSP, Scottish Labour
- Alex Cole-Hamilton MSP, Scottish Liberal Democrats

The discussion offered a frank and engaging look at social care policy, the political landscape, and the future direction of homecare services in Scotland.



Delegates had the opportunity to take part in a variety of themed workshops and insight sessions, including:

- Dementia-inclusive tools and supporting individuals in distress
- An introduction to the ‘Home to Assess’ model by the British Red Cross
- The role of technology and AI in transforming care
- Enhancing medication management through better collaboration with the NHS
- Supporting staff development and qualification pathways



A financial planning session led by Catriona Smith from the Society of Later Life Advisors offered practical advice for supporting families in care funding decisions.

The conference concluded with a relaxed networking session, giving attendees a chance to build connections, share experiences, and continue important conversations from the day.

During the event, Scottish Care launched the updated **Myth-Busting Report**, which aims to dispel common misunderstandings about the independent care sector. The report highlights the realities faced by providers and the critical role played by care at home and housing support services in Scotland. The report is available to read [here](#).

Scottish Care is extremely grateful to all those who contributed to the success of this year's event, from our speakers and exhibitors to the delegates and team members behind the scenes.



Scottish Care was proud to host the **2025 National Care at Home and Housing Support Awards** for the 19th consecutive year. Held following the annual Care at Home & Housing Support Conference, the event brought together providers, staff, and supporters from across the country to honour the incredible commitment and achievements of Scotland's homecare workforce.

We were thrilled to welcome back singer and presenter Michelle McManus, who co-hosted the evening alongside our CEO, Dr Donald Macaskill. Their warmth and energy helped make the event truly memorable.

Our sincere thanks also go to our generous awards sponsors, with special thanks to:

- Bluebird Care, sponsor of our Drinks Reception
- Ayrshire Care Solutions, sponsor of the Table Wine

This year's awards saw a record number of nominations, with submissions from across the sector – including care providers, staff teams, individuals, residents, and families.

Eleven award categories recognised outstanding contributions, from frontline care and leadership to innovation and meaningful activity. On the night, we celebrated both finalists and winners all of whom exemplify the very best of care at home and housing support in Scotland.

A heartfelt congratulations to all our winners and finalists. Your work continues to inspire and uplift, and we thank you for the care, compassion, and commitment you show every day.

[Click here to read more about the 2025 award winners and finalists.](#)



2025 - THE YEAR OF ACTIVE MEMBERSHIP

This year, we are committed to fostering a two-way dialogue where member insights drive our priorities, actions, and advocacy. Throughout the year, we will provide opportunities for you to get involved, share your expertise, and contribute to the sector's future.



CO-DESIGN

Through a collaborative co-design process, we're working with members to shape what active membership looks like—ensuring it reflects your needs, priorities, and aspirations.

ENHANCED RESOURCES

Stay connected and informed through a new Active Membership webpage & development of a member-friendly website



YOUR VOICE, YOUR IMPACT

Take an active role in shaping what membership means to you and discover the full range of benefits available, so you can make the most of your involvement with Scottish Care.



www.scottishcare.org/active-membership/

POLICY PULSE

In recent months, Scotland's social care policy landscape has shifted in a number of ways.

At the forefront is the Care Reform (Scotland) Act, now passed into law. Scottish Care's recently published members briefing paper - [The Care Reform \(Scotland\) Act 2025 Explained](#) - offers an analysis of what the Act means for providers. The briefing highlights both the opportunities and the risks embedded in the legislation, particularly around the new statutory duties for Ministers to publish regular reports on care needs and market conditions. These are intended to support more transparent and responsive commissioning—something the sector has long advocated for.

The Independent Review of Inspection, Scrutiny and Regulation (IRISR) has also moved forward. The Scottish Government published a [progress report](#) in June, with implementation now underway across several recommendations. For providers, this includes a review of the Health and Social Care standards, as well as of care service definitions with the aim of reducing duplication and improving consistency across agencies.

As we move closer to the May 2026 Scottish elections, Scottish Care is urging political parties to commit to bold, systemic reform in social care. The recently published [Social Care Principles](#) outlines key foundations for the sector, including sustainable funding, workforce investment, and a more coherent

policy framework. Over the summer and autumn, we will be actively engaging with members to help shape Scottish Care's social care asks for the 2026 election so look out for further information on weekly engagement sessions coming soon.

If your organisation employs nurses, please take the opportunity to complete the Scottish Care Nursing Survey—your input is vital to shaping future workforce policy and support.

There are also a number of upcoming consultations which Scottish Care will be reviewing and submitting responses to. We encourage members to submit their own responses, as well as sharing their views with us.

- ASP Learning & Development Framework – Consultation open now, question set due 14 August
- Good Food Nation National Plan – Closes 15 August
- Wellbeing and Sustainable Development (Scotland) Bill – Closes 24 August
- Commissioner for Older People (Scotland) Bill – Closes 12 September
- Draft Climate Change Plan Scrutiny 2025 – Closes 19 September

If you require further information on any policy area or want to contribute actively to policy groups and forums, please don't hesitate to reach out to a member of the policy team.



CARE INSPECTORATE

Digital Transformation at the Care Inspectorate: A Collaborative Approach

At the Care Inspectorate, collaboration is central to our work. This commitment is once again proving invaluable as we embark on a period of significant change through our Digital Transformation project.

Our routine collaboration with Scottish Care members, services, and providers focuses on achieving the best outcomes for people experiencing care. Now, we are applying that same collaborative ethos internally as we work to create more efficient, secure and sustainable ways of operating.

The Digital Transformation initiative aims to replace the multiple systems currently in use across various functions — such as registration, complaints, notifications, and inspections. These legacy systems have become increasingly dated over time.

This transformation presents an opportunity to improve how we work and to deliver clear benefits across the care sector. Our goal is to build a modern, intuitive digital platform that, where possible, meets the needs of care providers and services now and in the future. It will reduce duplication and improve accessibility for both providers and our staff.

With an improved platform, we will be able to dedicate more time and support to the services that need it. Inspectors will have more time to follow up with services, and we will be better positioned to provide meaningful data and insights to inform decisions by Government and other stakeholders.

For people experiencing care, this means more targeted use of our resources, a proportionate approach to risk and improvement, and greater opportunities for direct engagement. It will also help us meet regulatory targets more consistently, enhancing public assurance.

As part of this work, we are committed to ensuring the new platform is accessible, inclusive and secure.



It will meet the diverse needs of all users, including care services, and comply with the highest standards of data protection.

We recognise that lasting, effective change depends on your involvement. Your insights, feedback and real-world experience are essential to shaping a platform with users at its core. This is not a one-off change, but part of a longer-term vision for innovation and continuous improvement.

We invite you to share your views and experiences as part of the design and testing process. If you are interested in contributing, please contact us at stage2digitaltransformation@careinspectorate.gov.scot.

This is a shared opportunity — with the potential to benefit the entire sector and, most importantly, those experiencing care in Scotland. We hope you will join us in shaping a platform that serves us all more effectively.

Gordon Mackie is the Executive Director of Digital and Data at the Care Inspectorate, the regulatory and improvement body scrutinising the quality of care in Scotland to ensure it meets high standards. He is the Senior Responsible Officer for the Care Inspectorate's Stage 2 Digital Transformation Project.

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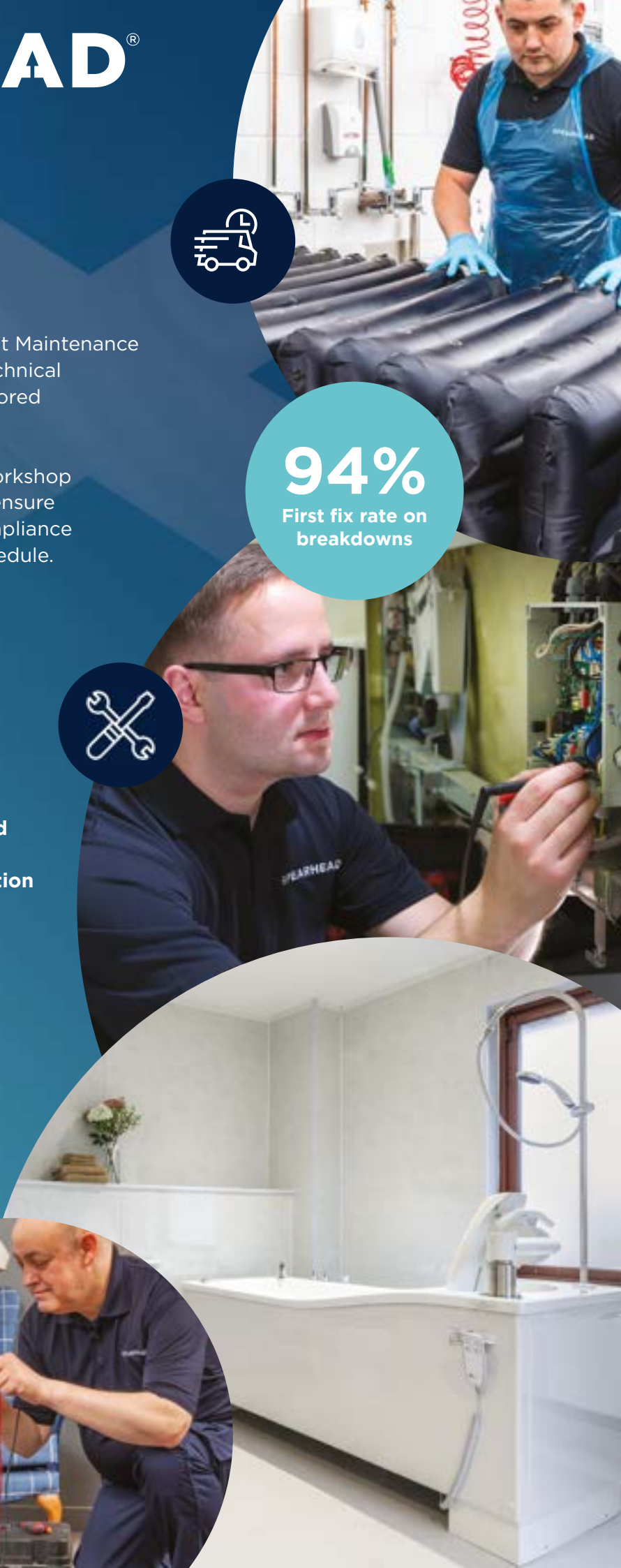
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PREPARING FOR IMMIGRATION COMPLIANCE: WHAT CARE SECTOR EMPLOYERS NEED TO KNOW



Author: Stuart McWilliams, Partner and Accredited Specialist in Immigration Law, Morton Fraser MacRoberts

The recent Home Office White Paper on immigration proposed to stop companies recruiting care workers from abroad and eventually phase out the use of migrant workers in the sector. This has been driven by the increased number of care workers being sponsored as Skilled Workers, and the increased number of businesses in the sector applying for a sponsor licence.

While these proposals may take time to come into force, the sector is facing increased scrutiny from the Home Office already. The number of Home Office compliance inspections of licensed sponsors has increased in 2025, and care businesses are increasingly likely to be asked for information from the Home Office when applying for, or using, a sponsor licence.

Whether you are applying for a sponsor licence, or already have one, it is important to be prepared for any potential Home Office audit. Audits can take many forms, but the top issues which usually arise are:

Right to work

One of the main concerns in any audit is whether the business can be trusted to help prevent illegal working. This means they are expected to have a clear process for checking all employees' right to work. This includes checking the rights of British nationals, and complying with any visa restrictions such as limits on the number of hours an individual can work.

These checks are not only designed to identify workers without the right to work, but businesses with flawed processes can also face enforcement action - even if they have been fortunate enough to avoid hiring someone without the right to work.

Ensure job descriptions are up to date and employees understand them

During an audit, employees will be asked about their main duties as well as their salary and other employment conditions. If an employee's description of their role is not consistent with their Certificate of Sponsorship (CoS), this is a point the Home Office will raise with the employer. It can even lead to allegations that the employee is not working in a role consistent with their CoS which can lead to the loss of a licence.

Businesses should regularly review job descriptions to ensure they are accurate and update the Sponsor Management System as appropriate. Whenever an employee takes on new duties or is promoted, the employer must check if a new visa application is needed.



Keep records up to date

A sponsor must maintain an up-to-date record of sponsored workers' contact details and keep historic details on file. They must also ensure they hold all the documents listed in the Sponsor Guidance. During an audit the Home Office will expect to see evidence of what the business has done to ensure their records are up to date. For example, this can be done by having the worker sign a policy confirming they understand they must update their employer if certain details change, and regular correspondence from the business asking the worker to confirm their details.

Having records which are out of date during an audit can give the Home Office cause for concern about a sponsor as it may indicate there are deeper compliance issues.

Make sure to comply with wider employment and health and safety rules

Sponsor licence holders often focus on their immigration compliance but forget that being a licence holder also involves a duty to comply with the wider law. A company which breaches law in another area may lose their licence even if their immigration duties are being met.

This can include making sure that all employees are paid minimum wage, ensuring there are no unlawful deductions from wages, avoiding discrimination and making sure that all relevant insurance is in place to operate the business.

Summary

An immigration audit, or even a request from the Home Office, can be daunting for a licence holder. However, taking regular steps to review and maintain records can make the process much easier and help ensure that problems are avoided.

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NEWS FROM THE SSSC



Maree Allison
Chief Executive
SSSC



largest response was from the social care workforce, making up 59% of the total responses.

Commitment and job satisfaction

The results show that the workforce in Scotland is committed to making a real difference to people's lives with over 65% of respondents telling us this is the reason they do the job they do.

Other common themes relating to why people work in social care were how rewarding the job was, the relationships they have with the people they care for and feeling valued by them.

Social care staff tended to be most satisfied than other groups registered with us – they were more likely to be satisfied overall (59%) and least likely to be dissatisfied overall (31%).

I'm pleased to hear that many people feel valued for the work they do.

Training and qualifications

The survey found that attitudes towards training were generally positive, with 67% of social care staff saying they are supported by their employers to gain qualifications for registration. 74% agreed there are training and learning opportunities available to them, with 70% saying they have enough training and learning opportunities to meet their continuous professional learning requirements.

Social care staff were more likely than other groups to agree that they get the right training to do their job well.

Pay and conditions

As expected, the results highlight challenges in relation to pay and conditions with only 34% of social care workers satisfied with their terms and conditions

You've had your say – what next?

The recent Have Your Say Workforce Wellbeing Survey provided valuable insights to help the Scottish Social Services Council understand the workforce and deliver positive change in Scotland's social services, says Chief Executive, Maree Allison.

In our role as workforce regulator, we often hear about the challenges and rewards of working in social care. Our first Have Your Say Workforce Wellbeing Survey was a way of getting a better insight into the workforce's thoughts and feelings on a range of issues, like terms and conditions, pay, access to training and qualifications, support and wellbeing.

I'm delighted that so many people took the time to respond to the survey and although reassured by some of the positive responses, understand that there are also concerns that need addressed, including pay and conditions.

One of our strategic outcomes is that 'The social work, social care and children and young people workforce is valued for the difference it makes to people's lives, so we need to make sure that people working in this sector feel listened too, supported and able to develop their skills to grow in their careers.

We received 6,581 responses to the survey. The



of employment.

Over half of the social care workforce are paid an hourly rate with 53% telling us they are finding it more difficult to manage financially than this time last year.

Wellbeing

Social care staff were the most positive in their responses, reporting the fewest sources of stress and the highest levels of job satisfaction at 59%.

However, staff turnover was reported to be high by almost half of respondents, leading to increased stress levels, increased workloads and lower staff morale among remaining staff.

Social care staff were more likely to agree that they were able to meet the needs of the people they care and support (72%) than other groups. They also tended to be more positive than other groups in relation to having enough time to do their job well and having

enough support in place to deal with stress.

Next steps

This survey highlights some of the challenges that social care staff experience and we'll use the survey findings to help shape and design the support and services we provide as well as guiding the work we do with key partner organisations and the Scottish Government to inform national policies that impact the sector and address the challenges highlighted.

We look forward to continuing working with Scottish Care to improve support for our valuable social care workforce.

You can read the full report on our data website data. sssc.uk.com

The survey was carried out on behalf of the SSSC by Progressive Partnership in January and February 2025. We plan to conduct the survey annually.



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PERSON CENTRED VS PERSON LED



Patient-centred care was first coined as a concept in the 1950s when US psychologist Carl Rogers used the term to describe building a relationship of trust between therapist and patient in order for the latter to be able to fulfil his or her potential in life. The idea was developed in the 1970s by US psychiatrist George Engel, who introduced the concept of the biopsychosocial model of health as an alternative to the traditional, biomedical model.

Education and training around person-centred care has been part of the health and social care sector for many many years. With NHS boards, private care companies and even governments using person centred care principles at the heart of their policies.

In 2025, do we feel that person-centred care is really happening? Or do we just say it, with good intention, or because everyone else says it. How do we evidence it? How do we prove consistency? For myself as a practitioner of over 18 years, person-centred care is all I have ever known, it has been mentioned in every training session I would participate in, the Kitwood Flower of personhood would appear and people would be blown away.

But, let's be honest, we need to go further. Person-centred care talks of "placing the person at the centre of our practice, supporting them with decision making, helping develop care plans etc". But what if, just for a moment, we removed them from the centre...? And placed them in front, Infront of us all, leading the way, knowing we are behind them, to guide and support when they want us to.

I have never used AI within my day-to-day job, but just recently when developing a new course, I started to use AI images. Below is, for me and absolute illustration of person cented and person led dementia care. Let's take a look...



So this picture, shows person centred care in action. The gentleman is at the centre, with people all around him. Yes, the picture is reassuring and comforting, but is it empowering???

Let's take a look at a person led image...





So here, we see the same gentleman but showing a completely different presentation. To me this image says, it's my life, it's my diagnosis, I am in the driving seat, I will lead and you will follow. It says to me, that at any point the gentleman can turn around and seek help, knowing people are there.

This is person-led care and in 2025, this is what we should be making part of our everyday practice. Letting the person lead! So, what is person led care? Surely there are principles. After reading this article, I want you to google "person-led dementia care", what happens? Do any results come up? Or does it default to something else? There you have it, you heard it here first, person-led care is a concept that we must all get behind, we must empower people living with a

dementia to lead their own journey, not just my words, but action!

For me person-led care is about **Control, Choice, Consistency** and **Confidence**.

Choice - do we really give people living with a dementia choice at all stages of their journey, do we advocate for this and empower people to make choices? Often it reaches a certain stage, and this is removed from them.

Control - who is truly in control in the person's journey? Are they, are we? Often people living with a dementia feel they are no longer in control of their lives or the decisions they make.

Consistency - Are we consistent in practice? What message do we send to the person living with a dementia?

Confidence - do we instil confidence in ourselves, in our practice and in the lives of people we support?

We will talk about this again next month, but do something for me, the next time someone says, "we pride ourselves on our person-centred approach to care, or our care plans are very person-centred" simply respond with "ok, show me, show me what person-centred care is"

David Wilson-Wynne (Senior Dementia Consultant, DSDC)

The Future of Bereavement Support in Scotland

Thursday 28th August 2025
9:30 am - 3:30 pm
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<https://scottishcare.org/the-future-of-bereavement-support-in-scotland-28-august/>



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