



ESSEX CARE ASSOCIATION

December* 2019 E-News

*Welcome to our December Issue. We hope all of our members have had a good Christmas and New Year! *Apologies for the slightly late appearance of this addition, but we wanted to be able to confirm that Neil Eastwood will be our keynote speaker at our March Conference! Neil is a well-known author and speaker on Social Care recruitment, and we are pleased to welcome him back. See also the article in the newsletter.*

The theme of the Conference on 17th March 2020 will be Recruitment, so save the date! This time it will be held at the Colchester United Stadium. Following a successful foray into Basildon last year, we will now begin to alternate North and South

Following a very well-received presentation by Chad Marshall-Lane at our last conference, we are very pleased to announce that we will be holding two half-day seminars on LGBT+ issues in the Care sector in February – one in Basildon and one in Marks Tey. Details will be emailed shortly.

In this addition, we have included a reminder of some of the benefits our members can access via our Commercial partners – see the end of the newsletter. We only partner with organisations that have been recommended to us. Many of them will offer free initial advice, e.g. on legal issues. For a full and up to date list of our partners, please see our website: <http://www.essexcare.org.uk/eca-partners.php>

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Hot Topics

How technology enabled care has transformed people's lives

These stories, remarkable as they are on their own, collectively provide a strong narrative that shows the invention and creativity of people who need support and, what digital technology can do for them.

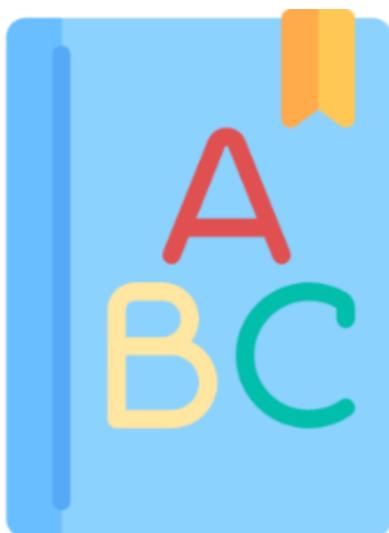


The idea is that when people tell their own stories, using their own words those stories carry weight and influence in a way that professionals, public bodies or commercial enterprises struggle to achieve. So, people telling their own stories in their own way is a powerful vehicle for greater understanding and change. The caveat is that the impact new technology has had on everyday life has not been felt to the same extent within social care (or health care), yet.

Glen Garrod, President of ADASS and Executive Director of Adult Care and Wellbeing at Lincolnshire County Council.

[Click here to Read More](#)

TLAP Care and Support Jargon Buster



There is a lot of jargon in health and social care and TLAP is committed to busting it. Our Care and Support Jargon Buster is an A-Z directory of Plain English definitions of the most commonly used words and phrases in health and social care.

Jargon Buster [can be viewed here.](#)

CQC News

New Guidance for Inspectors



New supporting information for inspectors and Mental Health Act reviewers addresses the risk factors of closed environments (this may not seem immediately relevant but is a useful check for poor practice).

See the [new supporting information here](#).

General Updates

What we need from the next Government for Social Care



ADASS is calling on the major political parties in England to prioritise the needs, wishes and aspirations of those of us who are older, disabled or who are carers: all of us who rely on adult social care.

[View the Manifesto here](#).

How Conservative and Labour social care election pledges stack up

Community Care takes a closer look at what the two main parties have promised the sector in their manifestos - and what they haven't - and identify the unanswered questions as polling day approaches.

[Read More here](#).

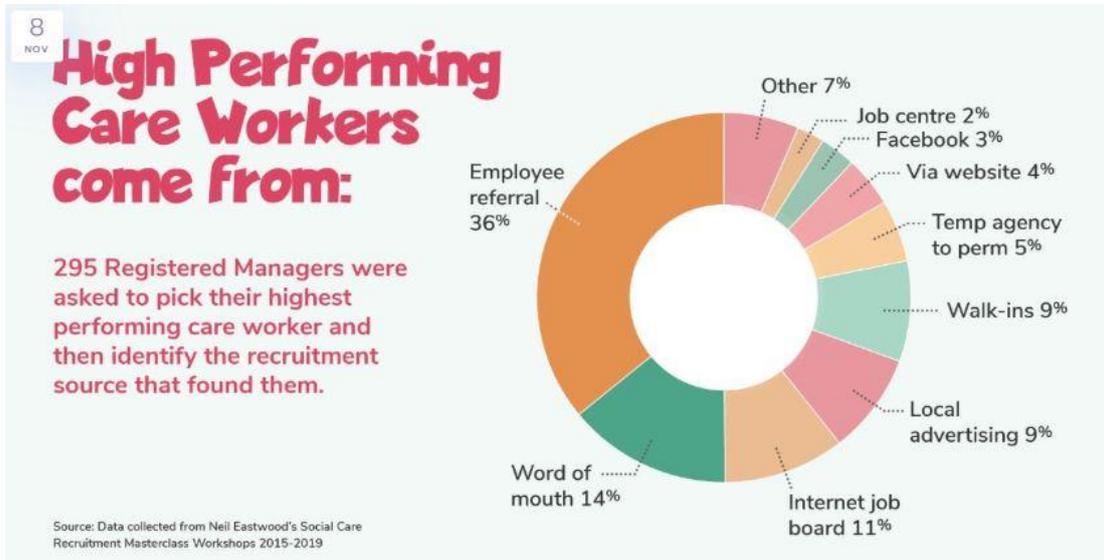
No job for a young man? Social care career myths busted

Misconceptions can make it difficult to recruit new entrants in a sector with 110,000 vacancies at any one time

[Read more here.](#)

New finding from a five-year study into high-performing care staff

Neil Eastwood shares a brand new stat that he thinks will be profoundly interesting for those of us concerned about solving the recruitment crisis.



"For the past five years I have run recruitment workshops with Registered Managers, always asking them to do some homework beforehand. This homework is called 'Clone a Care Worker', and what they need to do is choose a member of their frontline care staff, their highest performer, that they would clone if they could. One of the questions we then ask about that care worker is 'which recruitment source found that person?'

"And here are the results. When you consider the sector's over-reliance on Internet job boards to source applicants, it raises a powerful question: is there a better way of finding staff hiding in plain sight? Our 1.4 million-strong workforce. What do you think?."

Don't forget, you can see Neil in person at the ECA conference on 17/03/2020

[View Neil Eastwood's findings here](#)

Service Sector Updates



Older People

Age UK Manifesto for the General Election – “what the next government must do”

[Read more here.](#)

Safe Steps is a digital falls risk assessment tool, designed to reduce the number of falls in care homes



Safe Steps uses a dynamic set of assessment questions to create individual, personalised care plans. Co-created with care professionals, Safe Steps provides a consistent way for care organisations to implement a falls prevention strategy and adhere to Care Quality Commission (CQC) regulatory requirements.

[See more here.](#)



Learning Disabilities

The Restraint Reduction Network is an independent network which brings together committed organisations providing education, health and social care services. The Network's Patron is Sir Norman Lamb.

The Network has an ambitious vision to reduce reliance on restrictive practices and make a real difference in the lives of people. We achieve this mission by sharing learning and developing quality standards and practical tools that support reduction.



The Network welcomes the increased focus on restraint reduction across the NHS and adult social care in the UK. The over-reliance on Restrictive Practices when supporting vulnerable people who become distressed is an ongoing and significant concern. In recent years, there have been a number of scandals associated with the abuse of such practices, as well as a number of deaths associated with physical restraint.

[Read more on the Restraint Reduction Network here](#)

Supporting young people with violent and aggressive behaviours



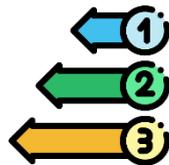
Having worked with young people living in supported housing for over ten years, I was pleased to share my experiences and Look Ahead's practices in the development of the NICE quick guide.

[Check out this interesting article from NICE.](#)



Domiciliary Care

UKHCA Manifesto – “priorities for the next government”



Our next government has a significant opportunity to place the future well-being of older

and disabled people at the heart of our nation's vision for a society which values every citizen.

[Read the 2019 Manifesto here.](#)



Mental Health



Every Mind Matters is a web resource from Health England they have developed a quiz with tips and resources [here](#).

Integrated care and Mental Health

As health and care services evolve, primarily as they move to Integrated Care Systems (ICSs), the College is working to ensure the voices of mental health services and their patients are clearly heard.



Working with local leaders we have brought together the opportunities and challenges faced by mental health services and [compiled recommendations for local and national leaders to support prioritisation of mental health as ICSs develop.](#)

[See more here.](#)

Essex Local News

WEST ESSEX CARE HOME FORUM

Essex Care Association have been working with the One Health & Care Partnership to organise the West Essex Care Home Forum. The event will be held on Tuesday 28th January 2020, 9.30am – 1pm at The Link Club, Parsloe Road, Harlow CM19 4RT.

This will be a chance for care homes to find out more from the local health and social care system about the local services that can support you and your residents, followed by a networking lunch.

Book a place via Event Brite at:

<https://www.eventbrite.co.uk/e/west-essex-care-home-forum-tickets-81723313631>

At ECA we often hear that providers are understandably concerned about the costs of sending people to events like this. We are very pleased that on this occasion, to encourage greater attendance of Frontline staff, and in recognition of the pressures on staffing within winter, ECC and WECCG have funding available at a rate of £15 per hour to backfill frontline staff to attend this event.

Please note that this is available for the 2nd and 3rd attendees only and is capped at 2 persons per organisation.

Funding is available for a limited number and is issued on a first come, first served basis. Invoicing details will be supplied at the event.

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A Reminder of some of the Benefits from our Commercial Partnerships

SMART SOLUTIONS FOR YOUR BUSINESS SUPPLIES



"Care is at the heart of everything we do."

In partnership with Complete FM, Quality Care Insurance Services has put together an exclusive offer on business supplies for ECA members.

This bespoke offer includes:

- **Guaranteed savings** on office supplies and PPE including stationary, cleaning products, incontinence wear, gloves and aprons. (Typical savings range from 15-22% across multiple products).
- **Free Carer training and certification** delivered by a qualified incontinence nurse for the correct fitting of incontinence products to help save time, reduce product usage and lessen resident intrusion.
- **Free delivery direct to your preferred delivery points** by complete FM's own uniformed drivers - not just a front door / reception drop off.
- **A £50 Voucher towards your first order.**
- **QCIS clients get a further £50 off their first order.**

All we require are some recent invoices for these supplies so we can conduct an audit and start calculating your savings!



Interested? Call us on **01273 424 904**
or email **solutions@qcbs.co.uk**
quoting **ECA Offer 20** in your correspondence.

Kickstart your 2020 with the help of Citation

Start the new year on the right track with these three essential resources – created by the experts of our partner, Citation, to help you begin 2020 the right way.

- [HR and Employment Law – the basics](#) – from recruitment and interviews to contracts, it's the ultimate back-to-basics guide.
- [Health and Safety checklist](#) – from access and bedrails, to drugs and clinical waste considerations, check out what questions Citation's experts ask when inspecting businesses like yours.
- [An introduction to risk assessments](#) – the most common questions about risk assessments answered!

Your Essex Care Association member benefit

Did you know that you're entitled to *preferential rates* on Citation's HR & Employment Law, Health & Safety and CQC Compliance support? Their services can help you to achieve the highest possible CQC rating and free up your time to concentrate on what's important – putting your service users at the heart of what you do.

But don't just take our word for it – [hear why Mayfair Residential Care Home recommends Citation to other care providers](#), having improved their CQC rating thanks to Citation's support.

Their services include:

- Dedicated local consultant
- 24-hour expert [advice line](#) – for all your questions (however big or small!)
- Full legal documentation – including policies, handbooks and contracts of employment
- Access to [Atlas](#) – your all-in-one management platform, including e-learning
- Access to [CQC Pro](#) – your online tool to help you meet CQC regulations
- [Care Mock Inspections](#) – to help see how you would perform during an inspection
- [Care Policies & Procedures templates](#) – to save you the time of starting from scratch
- [ISO Certifications](#) – to help drive continual improvement
- [Fire safety](#) and [electrical testing services](#) – to ensure you're compliant in *all* areas

Book a free consultation or find out more

Call 0345 844 1111 to book a free consultation with one of their experts, leave your details on [this page](#), or [click here](#) to find out more.

Just let them know you're from ECA when enquiring to claim