



April 2019 E-News

Welcome to the latest edition of our new-look newsletter. We want to highlight the ongoing work we are doing with Essex County Council to shape the replacement of the Live at Home Domiciliary Care Framework. Following our initial meetings, we have agreed on the areas we need to concentrate on and we are keen to involve ECA members in this. We will shortly be emailing to ask for expressions of interest to be involved in working groups, etc. If you cannot commit to regular involvement, we will make sure there are other opportunities to comment and ensure you have your say.

This month we have Hot Topics on CQC, Business Updates on Health, Government and DBS, General News, OP, LD, Dom & Mental Health Services.

We have also added a section to tell you more about our Commercial Partners this month. We hope you will find this useful.

Are you enjoying our new format? If you have any comments or suggestions for future editions, let me know:
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Simon Harniess, Director of Development, ECA



HOT TOPICS

EU Exit planning updates



The government has recently shared a number of letters regarding EU Exit planning for adult social care providers. If you did not receive this correspondence from CQC you can view the letters by using the following links:

[15th March letter](#)

[26th March letter \(1\)](#)

[26th March letter \(2\)](#)

New analysis highlights “deeply flawed assumptions” behind Mental Capacity (Amendment) Bill

A new analysis of the Mental Capacity (Amendment) Bill identifies problematic assumptions that could lead to badly implemented law. The analysis of the government’s impact assessment identifies a range of concerns that could result in a variety of outcomes.

- **Dilution of human rights** with the mechanisms for upholding liberty being opaque and illogical.
- **Significant new responsibilities** for independent and voluntary sector providers of social care, and a bewildering range of responsible bodies for organisations to report depending on types of care.
- **Additional financial costs** being passed onto independent and voluntary sector providers with no comparable diversion of funding away from local authorities.

[See the analysis here](#)

CQC News



Debbie Westhead’s blog – relates to Innovation as explored at the SCA Registered Managers Forum on the 20th March. [Read here](#).

Improvements (Changes?) to factual accuracy process and guidance

Following engagement with providers and inspectors over the last six months, CQC is introducing improvements to the factual accuracy process and guidance. The changes will be introduced from Monday 8 April.

The key changes for you to be aware of:

- New guidance on the factual accuracy process has been created. It defines more clearly the scope of factual accuracy and outlines how providers should respond.
- Providers will now access the factual accuracy form on CQC's website via the [Guidance for Providers](#). The form will not be sent to providers with draft reports.

Changes to CQC fees have now been confirmed and are outlined on the [fees consultation page](#) of their website. This page also contains the response to the consultation and supporting information and guidance. This follows the public consultation between 25 October 2018 and 17 January 2019 on proposals for the fees that will be charged for providers of health and adult social care in England from 1 April 2019.

CQC admits one in five social care services have not been inspected in two years

Nearly 5,000 adult social care services – nearly one in five – have not had an inspection by the care regulator in the last two years, figures released under the Freedom of Information Act (FoIA) have revealed.

The Care Quality Commission (CQC) figures have raised fresh doubts as to whether the regulator is fit for purpose, while Labour's shadow social care minister has said they are "highly concerning".

The figures were released to [Disability News Service](#) days after the latest revelations concerning a care home run by the National Autistic Society, where autistic people were taunted, abused and ill-treated by staff.

BUSINESS UPDATE

SCIE releases first evaluation of digital care planning system

An evaluation of the PASSsystem by SCIE and York Consulting. Download the report and executive summary. Improving social care through digital care planning.

[Read the report here.](#)

EU settlement status scheme

The application scheme will be fully open by **30th March 2019**. EU citizens and family members who want to continue to live and work in the UK beyond 31st December 2020, will need to apply to the **EU Settlement Scheme**. There is no legal obligation for employers to communicate the EU Settlement Scheme, however, you may wish to signpost employees to the [information](#) that the Government is providing. Employers are not expected to interpret information provided by the Government and indeed employers should be careful not to provide immigration advice unless qualified to do so. The scheme was subject to fees during trial periods, but it has been confirmed applications will now be free of charge.

Largest upgrade in a generation to workplace rights

Getting work right for British workers and businesses.

New legislation to upgrade workers' rights introduced - including a day one statement of rights for all workers setting out leave entitlements and pay.

[Enacted from 1st April](#)

General

The Local Government and Social Care Ombudsman has published a [good practice guide](#) which shares lessons from complaints it has received to help adult social care providers improve their services.

The guide gives real-life examples of the common problems the Ombudsman sees in care provider investigations – and offers ways to avoid the pitfalls.

Key areas include:

- clear information about fees, charges, and contracts
- getting billing and invoices right
- ensuring people’s belongings are looked after properly, and
- dealing with challenging behavior from friends and relatives.

Supported Housing

The end of 2018 saw many discussions around the future of supported housing. This article provides updates on the work the Federation continues to do, our work with the Government on oversight, and how members can get involved in the near future. Read more from the National Housing Federation [here](#).

Disclosure and Barring Service (DBS) News

The Disclosure and Barring Service (DBS) published a news story back in September 2018 advising that all DBS email addresses were changing.

Alongside the Home Office, DBS have dropped ‘GSI’ from their email addresses. When contacting us, our email addresses will now end ‘@dbs.gov.uk’.

For the past few months, all emails to the old email addresses were automatically re-routed to our new however this will stop as of 31 March 2019, so people should make sure they have updated their contact lists.

SERVICES



Older People

Integrated Homes, Care, & Support: Measurable Outcomes for Healthy Ageing

This report provides an overview of the research findings from the collaborative research project between Aston Research Centre for Healthy Ageing (ARCHA) and the ExtraCare Charitable Trust, collated by Professor Carol Holland, Centre for Ageing Research (C4AR), Lancaster University.

[See the report here](#)



Learning Disabilities

Learning disability and autism training for health and care staff

The government wants to know how we can make sure that health and social care staff have the right training to understand the needs of people with a learning disability and autistic people, and make reasonable adjustments to support them.

The consultation considers issues around the training and development staff need to better support people with a learning disability or autistic people.

We want to know what people think about our proposals on:

- The planned content of the training
- How the training should be delivered
- How to involve people with a learning disability or autistic people in training
- How we can mandate, monitor and evaluate the impact of training

The consultation will be of particular interest to:

- people with a learning disability or autistic people
- the families and carers of people with a learning disability or autistic people
- patient groups
- providers of health and social care services

[See the Consultation here](#)



Domiciliary Care

Hospital discharges failing too many people in need of home care, says British Red Cross

Too many people are being discharged from hospital unequipped and ill-prepared to support their own recovery at home, research from the British Red Cross has shown.

The charity said that while there are many examples of good practice initiatives that are making a real difference to the home from hospital experience, there is a lack of consistency of provision and too many people are still “falling through the gaps” with unmet needs.

The research found that some people returned to their homes with no hot water or heating, while others with changing mobility needs reported struggling with a step up to a front door or felt unable to get upstairs to the toilet.

[Access all Red Cross Reports here](#)



Mental Health

"Backdoor policies" denying people with mental illnesses access to ESA

The government's Department for Work & Pensions (DWP) is sending doctors premature and misleading letters suggesting ill patients no longer need a "fit note" (medical note) after being found fit for work, an influential charity claimed today.

The letter leaves claimants including those with mental illnesses unable to obtain Employment and Support Allowance (ESA) to which they are entitled, pending appeal.

Anti-poverty charity Zacchaeus 2000 Trust say this threatens doctor-patient relationships, puts patients at risk of damaging their health further, and leaves them in serious financial difficulties.

[Read more here](#)

OUR COMMERCIAL PARTNERS

You should already be aware that ECA has four key Commercial Partners. These are organisations that we have partnered with because they have been recommended to us and we believe that they offer products or services that are directly relevant to you. Here is a reminder and some updates:

Attwells Solicitors

Growing Law Firm Expands, Opening New Essex Office

Award winning law firm Attwells Solicitors LLP has opened its new office in Colchester with local lad Lloyd Clarke, Partner, overseeing the move.

As part of the Colchester office acquisition, Attwells Solicitors have also merged with planning firm LSR and appointed a new senior dispute resolution lawyer, Edward Powell, a former Partner at Ellisons Solicitors. In addition, Attwells Solicitors have brought no less than eleven of their existing Colchester-based staff to the new office, bringing them closer to home.

In April, Attwells welcomed clients to their official opening, where Mayor Peter Chillingworth spoke of the importance of a law firm with local values. The event was attended by over 70 Colchester property, care and business professionals. Attwells Solicitors have also become the headline sponsor for this year's Headway Colour 5k, which takes place on Saturday 29th June.

Lloyd Clarke comments:

"We are excited to be in Colchester town centre, where we feel we can make a real impact by bringing something different and refreshing to the local legal market, better serving our large number of existing clients in Essex, whilst also building relationships with new clients and the local community."

Lloyd a former Philip Morant School pupil and heads up the Employment and Health & Social Care team at Attwells. In addition, Attwells Solicitors offer a large range of legal services aimed to support the health and social care sector, including acquisitions and disposals, corporate governance and shareholder agreements.



Attwells are a long standing commercial partner of ECA and Lloyd regularly delivers workshops and talks to ECA members. Lloyd also works closely with Age UK, with Attwells recently achieving 'Platinum Friend' status in recognition of our work with the charity.

QCIS – Quality Care Insurance

QCIS is the UK's largest independent care broker, with over 25 years' combined experience of providing a total business solution for the care sector.

Their expert team understand the issues and risks you face as care provider and it couldn't be easier to talk to them about your insurance needs. With an insurer panel that covers 75% of the market, you can be sure that you are getting the right cover at a very competitive rate. Their Platinum Care Package provides a comprehensive cover for all the usual activities of a care provider with a number of added benefits for all clients.

Using their knowledge of the care sector, QCIS have created a range of bespoke care specific business solutions, aimed at saving you money in all areas of your business. They are able to provide:

- Energy (Gas & Electric) Reviews
 - Telecommunication (Phone & Internet) Reviews
 - Employee Benefits
-

- Financial Services
- Risk Management

Quality Care are more than just a care broker, and are passionate about giving back to the care sector. They have recently introduced a charity initiative named Pollard's Promises, which is aimed at making care residents dreams come true. There's no catches, it's as simple as nominating a resident to QCIS, explaining what their dream is and why you think they should be chosen. Quality Care will then select one winner every quarter to take out and make their dream a reality!

For more information on anything that Quality Care Insurance Services can offer, please contact them by phone on 01273 424 904, email them at info@qcis.co.uk or visit their website at www.qcis.co.uk



Power Direct

Those of you who attended our last Conference will remember the Power Direct presentation. We will have a longer article from them in a future newsletter, but in the meantime, here is a useful reminder:

Low risk approaches to energy buying

When energy costs seem to be accounting for a growing proportion of your bottom line, how can you contain your costs? This [article](#) identifies some low risk approaches to energy procurement.



And Finally...

The Local Government and Social Care Ombudsman has published a [good practice guide](#) which shares lessons from complaints it has received to help adult social care providers improve their services.

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