

# Independent Care Matters

the newsletter for independent care providers in York  
and North Yorkshire

## Fees for care not covering Minimum Wage rises and new holiday allowances

The gap between cost of care and fees rates is widening. From 1st October costs go up by estimated 4%. Care providers are becoming increasingly concerned that the costs of care are not taken into account when local authorities work out fee rates each year.



Within the care sector the wage bill accounts for up to 80% of total costs. On 1st October the national Minimum Wage will rise again to £5.52 per hour for adult workers—which means a rise in costs of 3.2% across the workforce. Also on 1st October holiday entitlement for adult workers rises from 4 weeks to 4.8 weeks. This is expected to add a further 1.7% to the wage bill. Entitlement will rise again to 5.6 weeks in April 2009.

**These costs will apply to care homes and to home care.**

The ICG will be pressing the local authorities to take account of these increased costs when they set the fee rates for 2008/2009. They have not been taken into account for this financial year and this is a true financial burden for the sector. ICG understands that the Councils have limited budgets but they will find a way of meeting the increases for their own care workers immediately and they should take into account the same increases for the independent sector in the coming round of fee negotiations.

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## Members evaluate ICG services

Thank you to ICG members for a very positive response to the recent evaluation of our services. For full details see page 2.

Thank you to ICG members whose support keeps the organisation going.



## NYCC takes Strategic Commissioning message into communities



Keren Wilson of ICG speaking at the Bedale event

At an event attended mostly by older people at Bedale Hall, Bedale, North Yorkshire County Council presented its strategy for social care for the next 15 years.

Organised by the Hambleton Over Fifties Forum (BGOP), the day included a presentation by Michael Hunt and Stephen Harrison on the Council's strategic vision; a view from the third sector presented by Alex Bird of Age Concern; and a view from the independent sector presented by Keren Wilson of ICG.

*Keeping people independent in their own homes for as long as possible* and *Reducing residential care and increasing Extra Care* were two of the workshops.

ICG supports the Council in its determination to provide services fit for the future. It does however take a slightly different view of what will be needed. With many more older people in the population, we see the future as encompassing:

- a demand for high quality personalised services
  - more community and family care
  - more home care
  - more care villages (including sheltered and extra care housing
- and**
- a continued need for care homes (including specialist care homes)

## Flu Pandemic awareness

Would you like to know more about the preparations for pandemic flu?

The World Health Organization (WHO) and other international organisations have warned that an influenza (flu) pandemic is both 'inevitable' and 'imminent'. Such warnings have been fuelled largely by the persistence of a highly virulent strain of 'bird' (avian) flu in Asia that experts fear could trigger another influenza pandemic.

The North Yorkshire Resilience Forum (NYRF) is running awareness events—open to care Providers and free of charge. Lunch is included. If you wish to attend one them please use these contacts below:

### The Folk Hall, New Earswick on 8<sup>th</sup> November

To book a place contact Jim Breen on 01904 551 003 or e-mail [jim.breen@york.gov.uk](mailto:jim.breen@york.gov.uk)

### The Sun Pavilion, Cornwall Road, Harrogate on 5<sup>th</sup> December

To book a place contact Roy Firth (HBC) on 01423 556 014 or e-mail [roy.firth@harrogate.gov.uk](mailto:roy.firth@harrogate.gov.uk)

## Good Practice

### Hydration - best practice toolkit for care homes

Water is well known for its revitalising properties. Yet even though it is essential to health, it frequently gets overlooked as one of the 6 basic nutrients, along with carbohydrate, fats, vitamins, proteins and minerals. This can result in vulnerable individuals missing out on the support and guidance they need to help maintain a healthy level of hydration.

Now a toolkit has been created by Water UK as part of a resource to assist care managers to bring the benefits of improved water consumption to older people in care and to develop best practice. The medical evidence for good hydration in older people shows that it can assist in the management of diabetes and help prevent pressure ulcers, constipation, urinary infections and incontinence, kidney stones, heart disease, low blood pressure, cognitive impairment, falls, poor oral health, skin conditions and many other illnesses. By helping to reduce incidences of some of the more common ailments, better hydration improves well being and can reduce the volumes of medicines that are required. The toolkit is available from:

<http://www.water.org.uk/home/water-for-health/older-people>

Water UK can be contacted on: 020 7344 1844

### Nutrition and well-being

#### A new Knowledge Set for nutrition and well-being from Skills for Care

Knowledge sets are designed to improve consistency in the underpinning knowledge learned by the adult social care workforce in England.

The key learning outcomes are intended to provide **minimum standardised outcomes** that employers may use either to produce their own in-house learning or learning packages or as a benchmark when buying in training provision or learning packages.

It is also available from:

<http://www.topssengland.net/view.asp?id=882>

Knowledge Sets are also available on **Medication; Infection prevention and control; Dementia; Safeguarding Vulnerable Adults; and Workers not involved in direct care**, to obtain copies go to: <http://www.topssengland.net/view.asp?id=701>

Skills for Care can be contacted on:  
0113 245 1716

## DIARY DATES: ICG local care provider meetings—come and find out more about training

ICG is holding a new round of local meetings where care providers can get together to discuss issues and perhaps find new ways of working together. After updates on general matters, the focus of these meetings is on training—and funding for training.

If you have any queries about training or would like to find out where to get it, if it is good, and how to save money on it—then come along! A number of training providers are attending as well as Skills for Care. We hope that care providers will come with questions and solutions. By co-operating care providers can often save money on training and we hope to facilitate this. The meetings have been arranged as follows:

**York and Selby:** Wednesday 10 October (2.30 pm) – Connaught Court, York

**Craven:** Wednesday 17 October (2.30 pm) – Craven Nursing Home, Skipton

**Harrogate and surrounding area:** Tuesday 6 November (2.30 pm) – Granby Court, Harrogate

**Hambleton & Richmondshire:** Wed 14 November (2.30 pm) – Leeming Garth, Leeming Bar

**Scarborough, Whitby, Ryedale:** Wednesday 28 November (3 pm) – Red Lea Hotel, Scarborough

Invitation letters are sent but providers are welcome to attend any of the meetings.

**Come along—ask questions—share information and views. Find out if we can help each other to work smarter!**

**Our sincere thanks to Connaught Court, Craven Nursing Home, Granby Court and Leeming Garth for offering us their hospitality.**



Care providers at Skipton earlier this year

## ICG to hold a Care Awards event Spring 2008

### ICG Conference?

Many people have asked whether we are holding another **ICG** Conference this year. For once we have decided against it. Although last year's conference was a big event and very successful we felt that a change was needed in order to keep things fresh.

There have been a plethora of conferences this year and some Care Associations have found it difficult to attract the number of delegates required to make it worthwhile. After much consideration we have decided not to hold an autumn conference this year but instead to arrange a Spring Awards Ceremony.

### Care Awards event

First we consulted our members on the idea of a Care Awards event and a majority of those who responded were in favour. They have asked us to try to arrange a good quality event but to also try to make sure that the cost represents value for money. This is our next challenge. We want to be able to celebrate the good work done in York and North Yorkshire every day and we want to use the opportunity to promote the independent care sector to a wider audience.

We will make sure that there are as many categories as possible. We will make sure that the processes involved in judging the entries is fair and without bias.

Please support the event by entering for awards—by doing so you will be helping us to inform the wider public that we take pride in our work.

We hope to let you have more information in the next issue of *Independent Care Matters*.

If you have any ideas they would be most welcome.

Please contact: Keren Wilson at **ICG** on 01423 816 582

## City of York Council on the long term needs of older people

### ICG invites Bill Hodson to write for *Independent Care Matters*:

**W**e know that people are living longer - in York by 2020 there will be an increase of 60% in the number of people over 85. That's a cause for celebration (for all of us!) but there are worries that for some people these 'extra' years could be ones of isolation or illness. Living longer means more people will develop age-related dementia and health and social care services are already struggling to meet current demands. This also poses a challenge to society as a whole in terms of the funding of care and the availability of good staff to provide it.

For these reasons City of York Council embarked on a major piece of work to look at the future care needs of older people. This work was done in partnership with the Department of Health and Oxford Brookes University and has been recently published as an exemplar of how

to construct a long-term commissioning strategy.

From a local authority point of view the figures are very daunting. If nothing changed by 2020 (i.e. if we continued to have the same range of services and options for people) we would have over 1,100 more people on domiciliary care packages and about 270 more people in residential or nursing care. The cost would be an additional **£10m** in expenditure to the Council. As York is the second lowest funded unitary council in the country this is a very real problem.

However, the whole point of looking ahead is to create an opportunity to change some aspects of the future. The worst-case scenario is based on things staying as they are but it is our job as commissioners and providers to respond to these challenges.

Some of this will be by trying to improve and sustain people's health and nutrition and some will be by introducing new models

of service.

My key message is that the Council fully recognises that no real progress can be made

without the full co-operation and involvement of our partners in the NHS and the providers of care. We will be undertaking a wide consultation on the implications of the long term commissioning strategy but we have already begun discussions with the ICG about the role that providers can have in shaping some of the ideas and, of course, in providing many of the services.

I look forward to continuing that work with the ICG.

Best wishes

**Bill Hodson**

Director of Housing and Adult Social Services  
City of York Council



### Simply the Best: Care providers Ruth and Michael invited to Buckingham Palace

It was 'a very special occasion' for care providers Ruth Sutcliffe and her partner Michael Farndale when they were invited to the Queen's Royal Garden Party this summer.

Simply the Best provides care at home to people in the Malton area. It was started by Ruth and Michael in 1996.

Having both had experience of caring for family, they felt that existing provision in the area fell short of their hopes and expectations and they built the business on that basis. Simply the Best merged with Scarborough-based Carewatch (North and East Riding of Yorkshire) last year.

*Editor: How good to see dedicated care providers honoured in this way—and what a splendid hat Ruth!*



### An end to the healthcare lottery for NHS funded care?

From 1st October the National Framework for NHS Continuing Healthcare and NHS Funded Nursing Care aims to bring greater consistency and fairness.

It will give a single process for determining eligibility for NHS funding; it introduces a set of national tools to support and improve consistency in decision making; and it sets one band for Funded Nursing Care at £101.

The National Framework is seen as the first step in making Continuing Care easier for the assessors and the assessed.

It should be more simple and transparent.

**It is expected that more people will be eligible for full funding from the NHS.**

The new Framework will have one set of tools instead of more than 28 different ways of documenting decisions.

*Editor: We hope that it achieves these aims.*

# Your letters ...



Dear ICG

## End of Life Care

I just wanted to add our voice to that of colleagues in other homes having difficulty and feeling they have failed their clients, in the final hours of their life.

At Birchlands we have been using the Liverpool Care Pathway (LCP) now for 9 months, and with Linda Ruddock's wonderful training on it we felt we could really offer a 'good death' for our clients. However, recently, one of our 'respite' clients deteriorated very unexpectedly, and although was started on the LCP, we had not expected how agitated he would get so quickly. We called the GP at 09.30; it was 15.20 before a syringe driver was started. The GP had agreed but the District Nurses did not get the message until noon and then couldn't find a pharmacy that had Diamorphine in stock.

Meanwhile the resident was in distress and wouldn't let staff near to do basic cares and the family was so distressed to see a relative like this. The nurses felt frustrated and failures, powerless to do anything.

I contacted Linda for advice on this situation and 3 learning outcomes came from this:

1. Get the GP to prescribe anticipatory drugs once the 'pathway' has commenced.
2. If Diamorphine is not available readily, ask GP to change the script to Morphine, and titrate the dose
3. Tesco pharmacy at Clifton Moor York carries Diamorphine ampoules. (Twice now I have been able to get it from there)

Judith Cumiskey  
Manager  
Birchlands Care Home



Many thanks for this Judith. The telephone number of the Tesco Pharmacy at Clifton Moor is 01904 880 449.

Dear ICG

## Saving money and waste

We could save the NHS money in numerous ways but how do we set up a meaningful dialogue which can bring about changes? For example: if someone who lives in a nursing home goes into hospital – when they come out, the hospital always sends a month's supply of medication. Unless there is a new prescription the home does not need this and we end up having to destroy it. The home carries supplies of medication for the client. If there is something new then the home needs a week's supply only – just enough to give time to order it from the chemist. We have tried to get this information across but cannot achieve it because each time it could be a different ward or different staff. It seems such a waste.

Angie Jackson  
Ashfield Court Nursing Home

## Safeguarding Adults Consultation on new procedures

New Adult Protection Procedures for York and North Yorkshire are out for consultation.

The procedures are based on the guidance contained within 'No secrets' [DH 2000] and the Standards in 'Safeguarding Adults'. To obtain a copy please contact Sally Anderson on 01609 532 438 or e-mail:

[sally.anderson@northyorks.gov.uk](mailto:sally.anderson@northyorks.gov.uk)

The consultation ends on  
**5 November 2007.**

## Collecting workforce data—and funding: The importance of the National Minimum Dataset (NMDS)

### Why is it so important that we have solid data on the social care workforce?

'There is widespread agreement that social care must improve massively its collection and analysis of data if it is to win its case for preferential government funding in either the pending comprehensive spending review (CSR) or, *much more likely*, the one three years down the line' says The Guardian newspaper.

For many years there have been no reliable statistics on the people who work in health and social care. Now Skills for Care is creating the NMDS to bridge that gap **but there are still many more people who need to complete it to give us a clear picture.**

### So what are the early NMDS figures showing us for our area?

Figures so far show a **staff turnover** rate across all services of 21.8% against a national figure of 17.9%. 83.3% of the workforce is female (nationally 82.9%) Across Yorkshire and Humberside the **pay rate** for care workers is £5.55 per hours against £5.85 an hour nationally. Senior care workers pay rate is showing as £6 per hour (nationally £6.20). Registered Managers salary is showing as £21,750 (nationally £24.135)

So far **qualifications** are showing rather low:

In Yorkshire and Humberside only 19.4% of care workers are shown to have any care or health & social care NVQ (22.2% nationally)

And 39.1% of Managers have Registers Managers NVQ4 - it is 45.2% across the country.

### Is this a true picture?

We can see statistics emerging but we need **many** more people to complete the NMDS to make sure they are accurate. Then will we be able to see local variations and to use the information to work on solutions.

**To make sure we have a true picture of our area please make sure you have completed the NMDS—the information is not being collected to gain details of your care service but so that for the first time we have meaningful statistics. Your input is vital.**

Currently, **ICG** is helping people to complete the NMDS. If you need any help to complete yours then please **call ICG on 01423 816 582.**



### ICG Chair Mike Padgham— Spending Review leaves social care short

I come to write my piece for the Autumn issue of *Independent Care Matters* as the Chancellor sits down after making his statement to the House of Commons on the Comprehensive Spending Review.

The **ICG's** disappointment at the outcome of this year's spending review for local authorities illustrates just how much more hard work we have to do to lift social care up the political agenda.

After all the media coverage and lobbying by groups like the **ICG** and the Local Government Association, local authorities were left with just a 1% increase in funding in real terms.

That will inevitably squeeze local authorities and force them into difficult decisions about how much care they can fund and, on a wider level, about the levels of Council Tax they set.

It makes you wonder what sort of further stark warnings the Government needs?

Help the Aged warns that the social care system is about to run into the buffers due to under-funding, whilst Age Concern warns that social care is 'crumbling'.

It seems inevitable that Government will eventually have to react to a crisis, rather than react now to avert one. If only the Prime Minister or Chancellor could take the time to see for themselves the situation facing social care by spending a day on the front line, they might have a better understanding.

Playing devil's advocate, perhaps – like inheritance tax – we have to wait for one of the other political parties to take up social care funding as an issue before the Government will respond!

I suppose we should not have expected anything else. In his recent conference speech the Prime Minister only reiterated his desire to 'ensure for all those who



have served the community all their lives – respect, dignity and security in old age.' There was no mention of the funding needed to do this for a population that is getting older and requiring more care.

What did emerge during the spending review was a promise of a green paper to reform adult social care. This is long overdue but welcome nevertheless.

That green paper must address the fact that 70% of local authorities only offer care to those with critical or substantial needs. It needs to answer the central question of who will pay for services and how resources are to be found to develop cost-effective preventative services such as home care.

Whatever happens we must get all political parties to recognise the issues which face us. We cannot... **must** not give up on this one... and I urge you all to continue lobbying your MPs for their support.

*Mike Padgham*



*The voice of independent care providers in York and N Yorkshire*

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Advertisement

ICG is a care association which represents independent care providers in York & North Yorkshire including care home providers for all client groups, domiciliary care agencies, supported living and extra care housing providers, and day centres in the private and voluntary parts of the independent sector.

*Independent Care Matters* is sent currently to all care providers in York and North Yorkshire; all City Councillors; all County Councillors; Chief Executives of NY&Y PCT, Borough and District Councils & NHS Trusts; to all local MPs and MEPs and to senior managers at NYCC & CYC.

## Is Health & Safety and Employment Law **red tape** burdening your Care Business and leaving you exposed?

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