

# Independent Care Matters

the newsletter for independent care providers in York  
and North Yorkshire

## ICG Conference addresses the hot issues



**A**n audience of more than 250 attended the **ICG** Annual Conference held at York Racecourse and heard a range of speakers on the future of the independent care sector. Care homes, supported living, extra care housing and home care, for older people and for adults with learning disabilities, were covered by the speakers, and extended Question Time sessions allowed ample audience participation. *See Conference Evaluation on page 6.*

## Fewer people are receiving care—while needs increase

### Care Homes—the need will increase

Keynote speaker **William Laing**, economist and leading national commentator on private health and community care, gave figures showing that fewer people are receiving services now than 10 years ago and less people are funded by local authorities.



William Laing

William spoke of the number of very old people being set to rise substantially. Showing a chart of home care, care homes and extra care housing provision he explained that although the latter is a growth area the market would be unlikely to grow sufficiently to replace traditional care. William spoke of the care home sector being 'talked down' but said that in his opinion it is here to stay—in particular for very frail old people. He showed that residential care for people with learning disabilities was dropping back. As the author of ***A Fair Price for Care***, William gave fair price figures and showed that neither North Yorkshire County Council nor City of York Council are close to achieving these. He made the connection between low wages in the care sector and the majority of staff being women—but he did forecast an upturn for care homes primarily through self-funders.

Independent Care  
Group

Autumn 2005



## Conference Special

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## CSCI—putting people at the centre

David Behan, Chief Inspector for the Commission for Social Care Inspection told the Conference that CSCI was modernizing and was determined to put people who use services at the centre of its work. This was in line with a shift in the relationship between the state and the individual.

### Quality

David spoke of quality of care services and said there are five influences which bear on this:

- What people who use services tell CSCI
- Providers
- Commissioners
- Operation of the market
- Regulation of service

To achieve excellent quality all five need to work together.

David identified **leadership** as being essential to achieve quality. He said that when he visits councils and care businesses the quality of service is always connected to the quality of leadership and the ability to motivate and engage staff.

### Modernisation

The Modernising of CSCI, David said, includes:

- New report format
- Better ways for people who use services to make contact
- Better ways of seeking their views
- Better advice and information to the public
- Clearer, simpler forms for registration



David Behan—Chief Inspector of CSCI

- Better risk assessment to plan inspections
- More resources for inspecting poorly performing services
- More unannounced inspections.

He said that the number of CSCI inspectors would be reduced.

### Personalised budgets (Direct Payments)

David told the audience that the recent Kings Fund Report had stated that any increase in personalised budgets will need to be accompanied by 'investment in market development to strengthen consumer power, support growth and diversity in the market and create incentives to provide high quality services.' He recognised that currently there is an absence of market development and market management.

Note: **ICG** has been arguing for several years that economic development money should be directed towards the care sector.

## Care Services Efficiency Delivery Programme—what is it? Dan Brandenburger explained—



Dan Brandenburger, Programme Director of CSED, Department of Health, clarified the work of

his project to the conference. Following from the **Gerston Review** CSED has been set up to examine the way that local authorities commission services. This does not mean, as had been rumoured, that the focus was on getting better prices out of care providers—because, as Dan said, this just creates problems. It means looking at councils'

processes—e.g. referrals and assessments, and at the entire local authority service to identify value-added and non-value activities. It is about helping local authorities to build long term strategic relationships with providers and become skilled at planning, demand forecasting and strategic commissioning.

## ICG Chair—Mike Padgham

Mike welcomed everyone to the Conference.

### Issues and solutions

He spoke of the ongoing need for solutions to be found to the perennial issues for the sector which include:

- Funding for home care
- Funding for people with dementia
- Inconsistent commissioning
- Raising standards—linked to better funding
- Recruitment and retention of staff—linked to funding
- Help with business change to meet future needs.

### Direct Payments

Mike also saw the need for

more information on what direct payments is likely to mean for the delivery of care.

### Commissioner-Supplier conflict of interest

Mike highlighted the recent communication from Sir Nigel Crisp, Chief Executive of the NHS which directs that the NHS should not be both a commissioner and provider of services and must focus on commissioning. This has implications for local authorities.

### Working together

Mike spoke of the independent care sector not being like other businesses but provid-

### Conference Special



ing a quasi-state service. He said that quality was the most important objective but that proper funding and support for the sector was an important part of this.

He hoped that the conference would give people a chance to network and that it would offer encouragement to all sides to work together to tackle the issues.

Mike thanked conference sponsors RBS and JLA, and conference organiser Mike Wilby.

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## Conference Special

## Gary Fitzgerald—Action on Elder Abuse



ICG was very pleased to welcome **Gary Fitzgerald**, Chief Executive of the charity Action on Elder Abuse to the conference.

Gary began by reassuring the audience that only 5% of older people face abuse, therefore 95% don't. He clarified what is meant by abuse:

**Abuse is a single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person.**

Gary explained that there are 5 types of abuse:

- Physical (includes not giving medication when it's needed rather than to timetable)
- Psychological (most prevalent—includes using threats)
- Financial
- Sexual
- Neglect (includes poor practices).

He said that 78% of abuse is done to people over 70, and the vast majority of abusers are relatives but that 34% of abuse was done by paid carers—and this must be tackled.

He emphasised that strong leadership was needed to prevent abuse.

Gary posed the question: **What can you do?**

Be aware:

- **Look:** prevent secrecy and opportunity
- **Listen:** hear the whispers; encourage disclosure and whistle-blowing; challenge the professional cloak
- **Learn:** the better the quality of training the less likelihood of abuse.

Gary then showed a very moving and shocking film. Filmed undercover it showed a variety of cases of abuse: care workers handling people roughly; not listening to their protests, pain and distress; not giving them their medication when they needed it; not changing them when they needed it; and treating them in a harsh and wholly unsympathetic manner.

He gave the Action on Elder Abuse Helpline number **080 8808 8141**.

Gary's presentation was very well received by everyone. People in the audience from organizations that care for adults with learning disabilities said that it also had relevance for them.

For more information visit: [www.elderabuse.org.uk](http://www.elderabuse.org.uk)

## Developing Partnership Working—Steve Shrubbs



Steve Shrubbs, Regional Director of the Care Services Improvement Partnership (DoH) gave a lively presentation on his work in support of Modernisa-

tion. Steve thinks that partnership is the way to approach greater efficiency and he spoke warmly of recognising the worth of the independent sector and using its expertise.

His work will involve 'cross cutting' themes including:

- Workforce (for example looking at ways to provide training that does not disrupt

the primary aim)

- The Green Paper agenda of independence, well-being and choice
- Equality and diversity
- Service improvement
- Service Efficiency
- Developing capacity/ capability of commissioning
- Partnership

Steve can be contacted on: 01904 717 260.

## Conference—Question Time



Jon Mager, Bill Hodson, Derek Law, Robert Goodwill MP, Michael Whitworth, Linda Christon and Sandie Dunleavy

**Q**uestion time sessions were held for each of the speakers throughout the day but the Conference ended with an impressive panel of state sector managers with Robert Goodwill, MP and Sandie Dunleavy of BBC Radio York taking questions from the floor. Here is a **sample** of the questions asked, the discussion, and the answers given:

### Question—cost of in-house provision

The cost for someone to be placed in a local authority care home is significantly more than the fee paid to a private care home. How can this be justified?

#### Answer

Derek Law, Corporate Director for NYCC Social Services said that the Council had a strategy for moving away from having its own stock and in principle moving towards paying independent care providers a 'fair price' for care but that this would depend on the settlement this year.

Bill Hodson, Acting Director of Community Services for CYC said that the Council had reduced its care homes. He added that CYC wished to move towards paying providers at a 'fair price'.

### Comment from the floor—Home care

The same issue applies to home care: the home care service provided by the local authorities costs far more than the rate paid to providers.

Robert Goodwill MP said he was interested in this whole issue. He offered to spend a day as a home care worker in the independent sector in order to better understand the difficulties—and this was appreciated by the audience.

### Further question—Best Value

Derek Law was asked whether NYCC's use of its own in-house provision had been looked at under Best Value. He replied—yes.

(Note: a Best Value Review was done by NYCC in 2000)

Derek said he had sympathy with people trying to attract good staff. Jon Mager, Director of Children,

Family and Adult Services for ERYCC, commented that as Director for children he was aware that there is now a shrinking number of young people. He spoke in favour of modern apprenticeships but he acknowledged a problem for the care sector was that they could not employ 16 year old school leavers—even though the NHS could— and that this put them at a disadvantage in the workforce market.

### Comment from the floor

When are we going to get paid enough to increase wages for our hard-working staff?

### Question—Carers

What about provision made for carers?

#### Answer

Bill Hodson said that as we move towards more people being cared for in their own homes there is bound to be increased pressure on carers. If local authorities are serious about prevention then they must engage carers.

### Question—Eligibility criteria

Eligibility—NYCC has raised its eligibility criteria to 'critical' (CYC's remains at 'low') this means that fewer people now qualify for financial help with care.

Linda Christon, Regional Director for CSCI questioned whether very large home care packages could continue to be affordable.

### Question—good nursing penalised

Clients come into nursing homes from hospital, their needs are assessed and fees agreed. Then if through good quality care they improve, they are assessed again and the fee is reduced. The same applies if a terminally ill patient lives longer than 12 weeks—the fee is reduced.

#### Answer

Michael Whitworth, Chief Executive of Scarborough Whitby and Ryedale PCT said that he believed that services should be commissioned on outcomes.

## Thank you Sandie!



**ICG thanks Sandie Dunleavy of BBC Radio York for doing a splendid job as Conference Chair which helped to make the day a success.**

## Conference feedback—how was it?

Conference Evaluation Forms have given an abundance of positive feedback and some very useful and lively comments. Almost everyone said that the day more than fulfilled expectations; the venue was excellent; the food outstanding, and good value for money was obtained.

A number of people asked for more time for questions—so we obviously have to think again for next year's conference as this year we had allowed a total of 1 hour 45 minutes, but for some this wasn't enough. There were pointed comments: 'a good Question Time Panel but mostly saying nothing but platitudes', and 'the care sector wants answers' and 'can ICG find individuals who can answer questions?'

Other comments included: 'a good mix of speakers', 'networking valuable' and 'excellent day' 'very interesting' 'enjoyable' and 'a useful and varied programme.'

For 2006 people said they would like: more on training, information on how Direct Payments will work, more on domiciliary care for the terminally ill and an update from CSIP. We shall do our best!

Thank you to all those who completed the Evaluation Forms and to everyone who attended the conference and helped to make it a good day.

## Royal Bank of Scotland– Conference Sponsors

A special conference Raffle raised **£560** for Age Concern and was sponsored by The Royal Bank of Scotland. The prize of a VIP day at York Races was won by Mr and Mrs Tony Conroy.



**RBS Cheque for £560 presented to Alex Bird of Age Concern North Yorkshire**

RBS currently provides finance to a significant number of major long-term care providers in the UK reflecting its hard work throughout the years to build an understanding of the sector.

Mike Coster, Associate Director Healthcare at RBS explained that the bank can provide flexible and tailored funding solutions to meet individual ambitions and growth plans and noted that care homes and domiciliary care are growth areas.

Mike told the conference that RBS supports a wide range of healthcare businesses, from care home operators with a single home, to major national providers with multiple homes.

Mike Coster can be contacted on 01274 387 089.

ICG is grateful to RBS for its support of the conference.



**Thanks also ... to JLA**, the UK's leading distributor of commercial laundry equipment for its sponsorship of the conference.

And to **Smart and Cook**, insurance and financial services group that kindly donated 3 bottles of champagne which were raffled at the event.

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### Electronic invoicing scheme— (NYCC) definitely not compulsory

ICG has accompanied a member reporting problems to a meeting with NYCC over the contract for electronic invoicing.

The care provider had been fending off demands made for payment for a service which had neither been agreed to nor provided.

At a very useful meeting NYCC promised to look into the matter and to re-consider whether the system currently in place was suitable for home care providers—with their multiplicity of small invoices which all incur a charge. Tony Law, for NYCC, said 'I want to make it clear that joining the electronic invoicing scheme will not be a compulsory feature for the social care market. It is our preferred way of doing business but it will not prejudice people's position with us if they do not join.'

**ICG is in favour of electronic invoicing but not if it brings care providers more trouble and more cost and harassment.**



### City of York Council update

The latest news on ICG's ongoing negotiations with CYC over fees look to be positive for next year. The Council has told us:

- CYC remains committed to working with the ICG in working towards achieving a **Fair Price for Care** in the City
- Proposals have been submitted as part of the Authority's budget process to increase fees in line with the Fair Price negotiations with the ICG over a period of two years.
- The Council plans further meetings with the ICG in the coming weeks to discuss the proposals further
- CYC is currently completing a review of Home Care Commissioning and will be sharing the outcomes of this with the ICG and local providers in the coming weeks.



## ICG local meetings for care providers - come along and meet your MP

We believe that it's important for all care providers to get together to network, to share problems, raise issues and to hear the latest news.

I have just completed arrangements for the next series of local meetings and I am pleased to announce that all our local **Members of Parliament** have agreed to attend meetings in their constituencies.

The independent care sector is a very valuable part of each local community and we think it important that MPs hear about the issues facing the sector. I do hope that you will take this opportunity to attend your local meeting and meet your MP—here are the details:

ICG Care Providers Meetings			
Constituency	MP	Date & Start Time	Venue
Skipton and Ripon	David Curry	11 November 2005 1.45 pm	The Craven Nursing Home, Keighley Road, Skipton, BD23 2TA.
Scarborough and Whitby	Robert Goodwill	25 November 2005 2 pm	Red Lea Hotel, Prince of Wales Terrace, Scarborough, YO11 2AJ.
City of York	Hugh Bayley	2 December 2005 2pm	St Olave's Church Hall, Marygate Lane (off Marygate) York YO39 7BJ
Vale of York	Anne McIntosh	Date cancelled To be re-arranged	St Catherine's Care Home, 1 East Lane, Sipton-by Beningborough, York, YO30 1AH.
Ryedale (includes Malton & Filey)	John Greenway	13 January 2006 1.30 pm	St Mary's Priory Community Centre, Town Street, Old Malton YO17 7HD
Selby	John Grogan	20 January 2006 2 pm	Connaught Court, St Oswald's Road, Fulford, York, YO10 4FA.
Richmond	William Hague	10 February 2006 12 noon	Richmond Cricket Club, Hurgill Road, Richmond, DL10 4AR.

Harrogate and Knaresborough: Phil Willis, MP attended a meeting with care providers in February and we are grateful for the interest he shows in the care sector. For the next Harrogate meeting, therefore, I have invited a CSCI inspector to attend as follows:

Town	Guest	Date and Start Time	Venue
Harrogate & Knaresborough	Steve Sharp CSCI inspector	16 November 2005 6 pm	Southlands, 9 Ripon Road, Harrogate HG1 2JA.

We shall also be using these meetings to consult you on fee negotiations with the local authorities for next year.

**Everyone is welcome to the meetings—please try to join us.**

For more information or any queries contact me: **Keren Wilson**  
on 01423 816 582 or e-mail me on: [keren.wilson@indcaregroup.plus.com](mailto:keren.wilson@indcaregroup.plus.com)



# Train2Gain—update

## What is Train2Gain?

Train2Gain is **free** training for employees who have not previously gained an NVQ level 2 qualification or equivalent, that **includes a wage subsidy for employers**.

After a poor response to the Train2Gain Information Roadshow events organised by the Social Care Brokerage Service this summer, word is spreading fast about the availability of free NVQs and September and October has seen the Brokerage Service inundated with requests for visits and referrals to the programme.

All social care employers who are interested in Train2Gain are channeled through the Brokerage Service which offers a comprehensive service—identifying their whole workforce development needs and matching these needs with a range of opportunities available locally. The Service offers employers a one-to-one meeting, assists them in writing a Training Plan and sources the training. This includes identifying funding options for those who may not be eligible for Train2Gain, those who have Skills for Life issues, and funding for managers.

Train2Gain is a new initiative and there have been some initial difficulties in processing applications (using a managing agent) and in managing the numbers of requests. The process is now improving and the Brokerage Service asks employers to bear with them as they manage this new workload.

**To register your interest in Train2Gain please call the Social Care Brokerage Service on 01904 520 170.**

train2gain is funded by Yorkshire Forward.

## Meeting with William Hague MP



ICG has met with **William Hague, MP**. Mr Hague recognises the contribution made by

independent care providers to the care of vulnerable people. He receives regular updates on the care sector through Independent Care Matters.

He has kindly agreed to attend a meeting of care providers in Richmond on **Friday 10 February 2006**. See page opposite for full details.

If you have any queries on the meetings please call **Keren Wilson on 01423 816 582**.

# Your letters ...



## Dear ICG—hot water

Some CSCI Inspectors are still advising to check water temperatures weekly/monthly. This is no longer necessary, part of the Care Standards or of regulation.

What care home providers must have in place with regard to water tempera-

tures are measures to minimise the risk (a formal risk assessment).

This enables the provider to decide how often they should test the water temperatures—using the systems they have in place.

At the ICG-CSCI meeting in York recently it was agreed that this is the

case and I wanted to make people aware.

**Karen Shann**  
Meadow Lodge  
(ICG Director)

## Dear ICG—training requirements

Yesterday we had an inspection by CSCI and the Matron was very pleased to tell the Inspector that she had finally finished her registered management course.

She was absolutely shattered to be told that it was not obligatory to do it. It was only a recommendation.

Similarly, it is only a recommendation that staff acquire NVQs.

As the Matron has spent a lot of time and money on a course that she felt taught her very little, she was dismayed.

Will you find out exactly what the situation is please?

Yours

**John Ashton**  
Nightingale Hall

John—It is a Government target that 50% of care staff will have achieved NVQ level 2 and that Managers will have achieved NVQ level 4 in Care (if they are not qualified nurses) and the Registered Manager's Award by the end of 2005. If Managers are new then they should be working towards this—so very well done to your Matron!

## Dear ICG—home care

I am so angry I had to write. NYCC is cutting back on its home care packages to save money. What this means is that we are now being expected to go to a vulnerable person's home, get them up, get them dressed and washed, get them some breakfast, wash up and make sure they take their medication all in **half an hour!** In the past we would have been paid for an hour.

When the client evaluates our service—they say the girls are rushed. Is this surprising? I would like to give my name but if I do I am afraid I will receive no more clients. They have got us over a barrel.

### Name and address supplied

**ICG believes that a crisis is looming for home care. This is the reality of North Yorkshire County Councillors agreeing to set the eligibility criteria at 'critical'.**

The link between cost and quality, and between job satisfaction and retention of staff, is ignored. We support CSCI in its efforts to achieve quality but wonder how it can be divorced from cost. This is a very serious matter, businesses and jobs may be lost at a time when the rhetoric is all of independence and choice, of more people being supported at home and of more home care providers being needed.

**Dear ICG—employing young people**

We have until recently been employing a 14 year old in the kitchen on washing up duties—in the early evening until 7.45 pm. They were fully authorised with approved paperwork signed by parents, headmaster and North Yorkshire Social Services.

There has been a change of staff at Social Services and we have now found out that this should not have been approved—and quite rightly they are enforcing the regulations.

We now understand that young people cannot work after 7 pm (school nights)

and they cannot work in our kitchen because of the close proximity of a warming cabinet. It's important to know these things because if one employs children illegally this is a criminal offence and the home insurance will be invalid.

Yours sincerely

**Philip Morris**  
Larchfield Manor

Thank you Philip for drawing this to our attention. For a copy of NYCC Child Employment Guidelines e-mail ICG at [keren.wilson@indcaregroup.plus.com](mailto:keren.wilson@indcaregroup.plus.com)

**Dear ICG—added costs for CRB**

I have received a copy of the Criminal Records Bureau Disclosure Service Newsletter. It says that the CSCI has recommended that all staff in contact with children and vulnerable adults should be re-checked by CRB every 3 years. Therefore those service users that carried out checks in 2002 when CRB was launched will need to address this matter again. For me this means: an extra £1,660 (37 staff x £45) to pay every three years. Were other people aware of this? On tight margins, just how are we supposed to fund it?

Yours sincerely

**Elizabeth Hancock**  
Fulford Nursing Home

**Dear ICG—12 week Property Disregard**

Government initiative is to promote choice for people going into care.

However, Social Services funding system negates this choice. At the moment in North Yorkshire Twelve Week Property Disregard funding is being granted only on a 'critical needs' basis—as are all applications for care funding.

The result is that people who do not meet the 'critical needs' criteria but require nursing care are being denied the funding they are entitled to, despite Government directive.

We have a lady currently in hospital, very poorly, who will be self-funding but who qualifies for the 12 week property disregard and who is being prevented from being discharged to us.

Whilst we are critical of North Yorkshire County Council operating this budgetary strategy, there is no doubt central Government funding contributes to such decisions. We would prefer not to be identified.

**Name and address supplied**

**Send your letters to ICG ...** address on page 12

## Independent Care Group



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

Phone: 01423 816 582  
Mobile: 07766 714 157  
E-mail: [keren.wilson@indcaregroup.plus.com](mailto:keren.wilson@indcaregroup.plus.com)

**Address for ICG:**  
Keren Wilson  
Development Director  
**Independent Care Group**  
5 Beechwood Grove  
HARROGATE  
HG2 8QP.

ICG 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.

With this issue—look out for the **ICG** special offer on a **Quality Management System** specifically designed to help care homes and home care agencies meet the Care Standards. Available from **Required Systems**. For more information contact Peter Hawkins on 01236 782 477.

## ICG Board

At its AGM on Thursday 22 September 2005 the Board of **ICG** was elected as follows:

- \* Mike Padgham (Chair)
- \* Keith Ludlam (Vice Chair)
- \* Tony Conroy
- \* Karen Shann
- \* John Fisher
- \* Gill Gallagher
- \* Phil Burgan
- \* Richard Inman (Co Sec)
- \* Paul Higgins
- \* Nancy Gray
- \* Jim Lawson
- \* Altan Demiray
- \* Michael Davey
- \* Harry Larcombe
- \* Noel Baden-Thomas

## ICG Chair to meet with Liam Byrne

**ICG Chair Mike Padgham** is to meet with **Liam Byrne**, Parliamentary Under Secretary of State for Care Services in the very near future. Dame Denise Platt, Chair of the Commission for Social Care Inspection, has personally invited Mike to the private dinner in London with a handful of other key players in the sector to discuss the social care industry.

Among the points Mike will be hoping to raise is the example of poor commissioning practices by the statutory sector in some parts of the country and the subsequent additional pressures faced particularly by small and medium sized providers. He will also hope to put forward a range of solutions to help ease the burden on the sector and discuss the role of CSCI in inspecting local authorities.

**Independent Care Matters** will bring you more details of the meeting in the next issue.

### Who receives *Independent Care Matters*?

**ICM** is sent currently to all care providers in York and North Yorkshire, all City Councillors, all County Councillors, senior managers and Chairs of the PCTs, Borough and District Councils, NHS Trusts, Strategic Health Authority, to all local MPs and MEPs and to senior managers at North Yorkshire County Council and City of York Council.