

iCG making care matter

ISSUE 3 OCTOBER 2023

THE OFFICIAL MAGAZINE OF THE INDEPENDENT CARE GROUP

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WINNER
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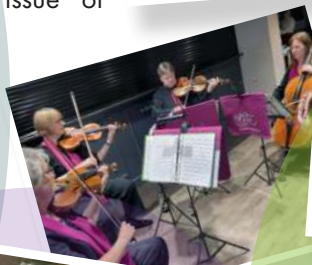


A NIGHT TO REMEMBER

The Independent Care Group celebrated its 21st birthday in June with a fabulous dinner and awards evening at the prestigious Principal Hotel in York.

21 'Golden Ticket' winners, nominated by their peers for having made a significant contribution to the organisation over the past 21 years, joined us for the event.

Read more about the night to remember, as well as our 'Golden Ticket' award winners inside this special issue of 'Making Care Matter'.



FOR UP-TO-DATE CARE NEWS, VISIT OUR WEBSITE...

www.independentcaregroup.co.uk



INDEPENDENT CARE GROUP
THE VOICE OF CARE

WHO WE ARE

Established 21 years ago, the Independent Care Group (ICG) is a non-profit organisation with a Board of Directors who work, on a voluntary basis, for the benefit of the independent and voluntary care industry across Yorkshire.

WHAT WE DO

The Independent Care Group works, on an ongoing basis, alongside the statutory local authorities, including North Yorkshire Council, City of York Council, all the Clinical Commissioning Groups in North Yorkshire plus the Care Quality Commission.

We act as a professional conduit, passing on the concerns of providers and working to find solutions to issues such as fee rates, contracts, terms and assistance through learning.

ICG also ensures care providers have input into quality standards and assessments, so that they are clear and achievable.

ICG promotes the care sector by lobbying politicians, both in person and by regular media releases to national newspapers and regional television. We also have an extensive social media presence, making sure that adult social care is at the forefront of people's minds.

THE TEAM



MIKE PADGHAM
Chairman



JOHN PATTINSON
Chief Executive



JOSH NEEDHAM
Membership Manager



BRIAN JOHNSON
Marketing Executive

OUR AFFINITY PARTNERS AND SPONSORS

ICG have selected a number of prestigious local and national companies (that we've called our **Affinity Partners**), to offer services and support to our members.

Specialists in insurance, legal representation, VAT, tax, asset finance assistance, IT support and software - all there to help make your business more efficient and more sustainable.

Talk to our partners and see what they can do for you, and look out for the 'Affinity Partner Focus' articles elsewhere in this issue for top tips.

HEMPSONS

Hempsons are leading health, social care and charity lawyers who help their clients meet the challenges facing the UK health and social care sector. They run a legal helpline (which is free to iCG members) and also offer members 20% off their standard rates.

www.hempsons.co.uk



Specialists in Care Compliance, HR & Employment Law and Health & Safety, Citation offer iCG members 24/7 support, discounts on their services and will act as your personal advisor whenever you need it.

www.citation.co.uk



The Red Arrow team has over 40 years experience in the commercial lighting industry. They can help iCG members save money and make their lighting more environmentally friendly. RA also offer filtration machines that can remove harmful virus particles including COVID, influenza and other airborne particulates.

www.redarrowtrading.com



With decades of experience and access to specialist insurers, McClarrons provide tailor-made insurance and unwavering support and advice to care organisations. All their proposals meet the specific requirements of the CQC and Local Authority contracts.

www.mcclarroninsurance.com



Log My Care's foolproof software gives you everything you need to run your day-to-day care smoothly. Their free, online care management software transforms time-consuming paper recording into an electronic system that does all the hard work for you.

www.logmycare.co.uk



Since 2004, VAT SOLUTIONS have offered specialist indirect Tax services. Using specific care sector knowledge, combined with in-depth VAT expertise and a network of contacts, they provide a professional service tailored to the unique needs of their clients.

www.vatsol.com



Digital Social Care have created the Data Security and Protection Toolkit, a really helpful annual self-assessment for health and care organisations, to protect businesses from the risk of a data breach and cyber attack.

www.digitalsocialcare.co.uk



Greetwell are self-funded procurement specialists helping care homes maximise savings across a wide range of commodities and consumables. They offer a free cost comparison service and take the time to thoroughly review your current supplier base, then propose and deliver significant financial savings with ongoing support and analysis.

www.greetwell.co.uk



MAF do finance differently. They understand the obstacles that your business can face when it comes to finance, and can help you overcome them, arranging funding for all types of asset finance, invoice discounting and property transactions.

www.maffinancegroup.co.uk



COULD YOU BECOME AN AFFINITY PARTNER?

The Affinity Partner program is the commercial arm of iCG which provides additional revenue to support the services we offer. It allows selected businesses to offer their specialist services to over 200 iCG members.

If you are interested in becoming an iCG Affinity Partner, talk to us on 07956 484754 or visit our website:

www.independentcaregroup.co.uk

A MESSAGE FROM OUR CHAIRMAN

As 2023 goes into its final quarter, the Independent Care Group has never been busier or more energised and passionate as it is now.

Autumn is always a busy period with many events, seminars and conferences – all important opportunities to speak up in support of social care. I was honoured to be a guest at the recent



Healthcare Summit 2023, representing the independent provider on a national stage and also delighted to speak at the Caring UK conference in York (see page 10).

There are other opportunities coming when the Independent Care Group will fight the sector's corner - all part of our ongoing campaign to raise awareness of social care and persuade politicians to reform the sector – a message particularly important as we move towards a General Election.

As you will read elsewhere in this edition, the ICG goes from strength to strength, celebrating its 21st birthday and adding fresh blood to its ranks – in the shape of new board members – to prepare us for the challenges ahead.

Fresh new thinking is very much a priority for us as we try to encourage those politicians to be bold when it comes to drawing up their manifestos ahead of the election. Just as those political parties gear themselves up to campaign for the electorate's votes, so must we as we lobby party leaders for social care reform to be a high priority in their election promises. We have set out the start of our vision in our Five Pillars of Social Care Reform document (see page 12) and there is more to come.



My plea is for unity within the sector – without distractions - and for all providers to be a part of their local association so that, through strength in numbers, we can get the sector's voice heard.



I am delighted that our activities with the Yorkshire and The Humber Care Association Alliance increase and that body's influence grows. As a founder member we are pleased to be a part of a strong regional voice for care. That voice is not only heard regionally but, through the Association's membership of the national Care Association Alliance, it is heard at a national level too.

A wonderful way for the opinions, challenges and issues facing providers at grass roots level to be communicated to decision-makers at the very top, something the ICG has always been committed to achieving for its members.

As we mark 21 years of representing our membership – and I thank you all for your loyalty and support – we also seek to grow that membership and ensure that the voice of as many local providers as possible is heard. If you are not a member, then I urge you to join us and encourage others who would benefit from joining us to do so.

There are exciting times ahead and, with the right political will, great opportunities for the future of social care.

Let's do this together and be part of something special...

Mike Padgham
Chair, Independent Care Group



**making
care
matter**

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Take a Break

EVENTS

OCTOBER

27th October

**East Coast Social Care
Conference Day**

October (TBC)

Dementia Training

NOVEMBER

28th November

**Future of Care North
Conference (Harrogate)**

**A series of lunchtime online
seminars on CQC (TBC)**

DECEMBER

December (TBC)

**Affinity Partner
Seminar with Citation**

Check our website for more details

OUR SPECIAL BIRTHDAY BASH...

CHEERS!

On Friday 30 June 85 guests helped celebrate 21 years of the Independent Care Group with an exclusive dinner and awards evening at the prestigious Principal Hotel in York.

Over a third of our members were represented at the event, including the 21 'Golden Ticket winners, nominated by their peers for having made a significant contribution to the organisation over the past 21 years. There were also representatives of our Affinity Partners and North Yorkshire Council.

"We are very proud to have supported hundreds of care providers and the many thousands of people they care for, the past two decades," said ICG Chairman Mike Padgham.

"We have achieved so much – dramatically raising the profile

of social care, getting a fairer price for the care our members offer and providing many hours of support and training for local care providers. We still have much to do. It continues to be an uphill battle campaigning for a root and branch overhaul of social care in this country."



21

iCG

21 YEARS OF ACHIEVEMENTS

HERE'S WHAT WE'VE BEEN DOING...

Established a strong, unified voice for the sector and helped to raise standards of care

Created relationships with NHS and local authority bodies and worked closely during the Pandemic

Negotiated record fee increases for care providers

Grown our membership over the years

Campaigned locally and nationally for social care

Nurtured excellent media relationships

Provided free access to training and seminars

Forged strong and new alliances with partner bodies

Offered professional legal advice

Provided influential and well-received conferences

Shared best practise across the sector

Lobbied Government ministers

Raised the profile of social care locally and nationally

Produced more than 2,000 updates for members

Won awards through our campaigning chairman

Supported our members through the Covid-19 pandemic

Published our 'Five Pillars of Social Care Reform' document

Led on the digital agenda for local providers

Produced dozens of 'Making Care Matter' magazines

Supported charities, including The Care Workers Charity

Been a key member of DHSC Change Agent Team

THE GOLDEN TICKET WINNERS

OUTSTANDING!

All 21 Golden Ticket winners were chosen for their unique approach to their chosen career, but one winner was deemed to have made an outstanding contribution.



Angela Thompson, (above with ICG Chairman Mike Padgham), a York-based Locality Manager with Skills for Care, was nominated for her leadership across the region on workforce for social care.

Established in 2001, Skills for Care is the strategic workforce development and planning body for adult social care in England, working with employers, Government and partners to ensure social care has the right people, skills and support required to deliver the highest quality care and support, now and in the future.

"I was great just to have been nominated," said Angela, who has worked in social care for over 23 years, "I am thrilled and humbled to be receiving the 'Outstanding Contribution' award in recognition of the work I have done over the years with hundreds of care providers across York and North Yorkshire. The results we have achieved have only been possible through the effective collaboration, hard work and dedication of all the providers and partners I have had the privilege of working with over two decades, all of whom have such focussed dedication and passion to improving people's lives."

Turn to page 6 to learn more about all the other Golden Ticket winners and the reasons for them being nominated...



The Golden Ticket winners on the night.

OUR GOLDEN TICKET WINNERS



Acorn Community Care's Neringa Kennedy's Golden Ticket was drawn randomly out of the hat by Phillipa Doyle of ICG 'Affinity Partner' Hempsons, and she received Dinner, Bed and Breakfast for two at the Principal Hotel as a prize.



Neringa (far left) with Phillipa Doyle, a Partner at Hempsons.

Neringa was nominated because she has demonstrated exceptional dedication and embraced a unique style of work known as intensive interaction. In the midst of a bustling theatre, Neringa stepped into the individual's reality and engaged in a heartfelt conversation, personifying Dominic, the beloved horse. With great dedication, she led the individual out of the theatre, taking on the role of a lead rein while gracefully walking alongside Dominic. This immersive encounter allowed the individual to feel settled, content, and needs truly met in the most person-centred way.

The other nominees were...

Suzanne Goulding

The Abbey

Suzanne began working at The Abbey in September 2021 in the housekeeping team and in September 2022 she moved across to the care side and has made such a huge difference to the lives of our residents. She is a wonderful team player who always goes the extra mile.



Bernie Brown

Open Arms, Selby

Bernie has been with Selby since they opened. Her role started off as an in-house support worker and it was quickly noted that she was going above and beyond what would be expected. She always goes the extra mile, sometimes at the expense of her personal and family time, to make sure that our clients have the best possible experience and are able to take part in things which they would otherwise not have the opportunity to do. One example of this is booking tickets and taking one young man to see WWE wrestling - he's a lifelong fan and had never had the chance to see this live. The man was buzzing for weeks over the one act of kindness.



Joanne Smith

Fulford Nursing Home

Jo oversees all the well-being activities in the home and has supported the home and the staff throughout its recent recruitment to ensure staff have all their care competencies completed. Jo has many years experience as a carer, then overseeing the health and safety and infection control and now the activity and well-being. She always considers the resident in every element of her work.



Jennie Charters

Moorview Care, Whitby

Jennie is a Team Leader in our Whitby service who had recently been promoted to the role. We made the decision to close our small care home in Robin Hood's Bay, as the building was no longer meeting the changing needs of the individuals. Jennie worked closely with families and commissioners to ensure the smooth transfer of care. It was an extremely emotional time for the team and clients, as Moorview House was the first service provided by Moorview Care. All clients were successfully rehomed either within our Whitby services or closer to family and it was a very positive move. Jennie has also been instrumental in supporting the team to relocate across the Whitby services. We held our own awards BBQ in Whitby and Jennie was a key team member in ensuring the day went well for both team and clients.



Becky Cutsforth

Acorn Community Care

Nominated because not only does Becky excel in her professional capacity, but she goes above and beyond the call of duty. On one occasion, she utilised her own unpaid time to support the individual in attending a friend's birthday party. This act of kindness allowed the individual to participate in an activity that they rarely get the chance to experience. Becky's willingness to sacrifice her personal time demonstrates her deep commitment to the well-being and happiness of those in her care.

Tammy Burford

Acorn Community Care

Tammy's exceptional personal values and commitment to the individuals she supports is unparalleled. She consistently goes the extra mile to ensure that each person under her care has the opportunity to achieve their goals and fulfil their needs. While grand adventures often take the spotlight as achievements in our sector, Tammy recognizes that it's the small things, that require significant effort, often have a profound impact. She understands that meeting the individual's goals and needs, no matter how seemingly small, can be as important, if not more so, than the larger accomplishments.



Angie Austin

North Yorkshire Council

Angie has worked in adult social care for 25 years. She was nominated for being a great ambassador for care services. Now Head of Care Provider Services at North Yorkshire Council, her career path started in frontline care. She is absolutely passionate about good quality care: for people who use services and for the great teams who provide care. She is warm, fair, firm and courageous; encouraging others and helping people to do their best and to live their best lives. Her person-centred approach and her ability to enthuse and support others is inspiring. She is a strong advocate for fair pay, career progression and learning and development. She is one great care professional amongst many across the independent, voluntary and statutory sectors.



David Lawty

Moorview Care

David is a newly promoted Team Leader in Whitby. He was a Senior Support Worker at the time when the decision was made to close Moorview House. David is extremely person-centred and worked closely with the clients using social stories to help them prepare for their move. All clients were successfully rehomed either within our Whitby services or closer to family and it was a very positive move. David has supported the clients to retain friendships and community links following the move to ensure the impact on the clients was kept to a minimum. David was made Team Leader following the excellent team support and leadership he has shown since relocating to the other services. Like Jennie, he was a key team member in organising the Whitby awards BBQ, making sure the team and clients celebrated together.



Ann Race

The Abbey

Ann was nominated for her 30 years of service at The Abbey. COVID took such a lot out of her and our wonderful team but she constantly worked her fingers to the bone to keep the residents and staff safe.

"It was lovely to meet new people and see them enjoying such a great night."

Nichola Greenwood, Humber and North Yorkshire Health Care Partnership



Matthew Nutting

Radfield Homecare

Back in 2018 when he opened his first branch of Radfield Home Care, carers in the area were getting paid £8/£9 an hour and were expected to drive an hour for one hour of paid work on the other side. He wanted to tackle this inequality in rural areas and change the amount of poor practice happening in home care too. He said he wanted to be a Living Wage accredited employer. He wanted to ensure every single carer had guaranteed hours, He wanted to pay the same rate for travel as he does with care, and he wanted to pay a higher mileage rate.

He was the first Radfield franchise to implement it, and now lots of the other Radfield franchises are doing it too! He's gone from him doing this in Harrogate, to being able to have a national influence. Other companies and franchises in the UK have picked up on this and started doing the same.

Philippa Hollinshead

The Abbey

Nominated for wearing several different hat as cook, carer and meds champion and being excellent at all of them.



Helen Jebson-Kin

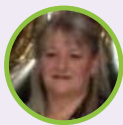
Independent Hair Care

Helen has provided hair care to older people in rural areas for many years, providing valuable human contact, aiding with self esteem and dignity as well as providing emotional support to clients in times of grief. Since the pandemic Helen's business model has had to change but her philosophy hasn't, and she continued to support people who needed her services, including those suffering from terminal illness

Gary Mcevoy

Harrogate Neighbours

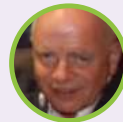
Gary has worked tirelessly when Harrogate Neighbours were without a chef, sometimes no kitchen porter – he is general assistance which covers just about everything – Gary's attitude to work is phenomenal – nothing is too much trouble – he tackles anything – cuts the grass, waters the flowers, fixes taps, is a taxi to the staff, chats with the residents and Harrogate Neighbours could have not done their recent move without him – he is a pleasure to work with.



Nichola Greenwood

Humber & North Yorkshire Health Care Partnership

Nominated for her work on international recruitment for social care. Nichola is a great collaborator and ambassador for the sector.



Graham Pryce *St Cecelias*

Nominated for long service (since 1989) and who supports the home unconditionally with his passion for the home and the people who live there, including arranging social events and magic shows.



Amy Matter

The Abbey

Nominated for always going the extra mile! returning to work.

Emma Green *St Cecelias*

Emma has suffered a recent close family bereavement but despite this personal tragedy has continued to put the care of her residents and colleagues first. Emma demonstrated great courage when caring for two residents as they reached the end of their lives shortly after



Clare Flynn

Brightening Lives

Nominated for her unwavering enthusiasm for the social care sector, Clare's resilience during the tough times and for bringing such a warmth to all the people she works with.

Cindy Wallis

The Abbey

Nominated for her unwavering energy and commitment to residents and staff... and who turned 80 earlier this year!



Denise Mcevoy

Harrogate Neighbours

Denise led the refurbishment and the move from the Heath Lodge site to the new site in Boroughbridge. Looking after the staff, as the residents and their families, with the move, was a huge undertaking. She kept the refurbishment programme project going - managing the works, choosing colours, furniture, managing contracts, CQC re-registration and more - as well as her main job: managing the operations of Harrogate Neighbours. Her stamina, staying power and commitment to everyone is amazing.

"It was a lovely evening... everyone was so welcoming."

Bernie Brown, Open Arms, Selby

BIRTHDAY MESSAGES



Humber and North Yorkshire Health and Care Partnership

"We congratulate The Independent Care Group on their 21st Birthday and recognise their commitment to providing the best quality of safe care."

Humber & North Yorkshire Health & Care Partnership

HEMPSONS

"We are delighted to have been a long-term partner with you for over 10 years and we're excited to be part of the future with you across Yorkshire. Here's to the next 21 years and to making a difference!"

Hempsons, Leading health, social care and charity lawyers



"HAPPY 21st Birthday to ICG. We can't wait to share the special evening with you and colleagues from our sector. A big thank you to everything you do for all providers in our County. Here's to the next 21..."

Acorn Community Care



NORTH YORKSHIRE COUNCIL

"Wishing the ICG a happy 21st birthday! A big thank you from your colleagues at North Yorkshire Council for your hard work, leadership, and strong voice for the sector over the last two decades and wishing you and your members all the best for the future."

North Yorkshire Council



the care workers' charity

"Happy Birthday ICG from all of us at The Care Workers' Charity. Thank you for your support."

Care Workers Charity



KEEPING BUSY



For those of you who eagerly open our Bulletin each week, you'll no doubt have kept up to date with the number of events that we are running this year. It's been busy so far and there is more to come...

The plays from Pluto Productions (see page 10) have had a real impact on the audiences who attended them, and I'm pleased to say that we will be repeating a performance with students at the University of York because the University has recognised the value in this kind of experiential learning. It's also an opportunity for us to influence the future generation of care professionals too. And it doesn't stop there. We also put together some research with support from the Curiosity Partnership to assess the views of the audience before and after the performances. We are waiting for the final analysis but we do know from the data collected so far that the play has a real impact on how people think about care and how values and attitudes change as a result of bringing the story to life.

We have held two sessions with our experts from Hempsons on how to meet the essential standards for CQC. Something that is exercising us all as the new framework begins to emerge and the new inspection regime matures. With that in mind, we are running a series of online sessions through November to help Registered Managers and senior managers/owners consider different aspects of their work that link to the CQC standards. Look out for more detail in the bulletin and the members web pages.

There are a couple of other partnerships worth noting with you too. You'll see elsewhere in this issue that we now have a formal partnership agreement with Carers Plus, helping us to offer some additional support to the thousands of unpaid carers who give so much every day. We are still raising funds for the Care Workers Charity and I am delighted to announce that we have some additional innovations coming online in collaboration with the Humber and North Yorkshire Health Care Partnership. There is a Care at Home workforce redesign project which we have a key role in on engagement with providers. More details on that soon.

The second innovation is the appointment of a Legacy Nurse Mentor (Ruth Mayhew) and a Legacy Registered Manager Mentor (Jayne Richardson). Both these roles are designed to support newly qualified staff who are in their first year or two and aim to help support the great people we have to be confident in their roles and support them with real-world advice and guidance. Find out more on page 14. To be part of the mentorship programme, colleagues will need to apply. Details will have been circulated, but you may want to contact either Ruth or Jayne by emailing them at: ruth.mayhew2@nhs.net or jayne.richardson@northyorks.gov.uk

If you have ideas about what you think ICG can add to the offer for members, please get in touch with me, either by phone on 07956484754, or by email (see bottom of article). We are always listening to members feedback and adjusting our programme and our approach in response.

Finally, as ever, we value each and every member so thank you for joining us at the Independent Care Group and helping us make sure the voice of the independent sector within Social Care is heard.

John Pattinson, Chief Executive
johnpattinson@independentcaregroup.co.uk



New ICG board directors Aaron Padgham, Lizzie Hancock, Jill Baker and Paul McCay with ICG Chief Executive John Pattinson (far left) and ICG Chair Mike Padgham (far right).

WELCOME ON BOARD

There have been some new additions to the ICG board in recent months. The new directors, who all work on a voluntary basis for ICG, were elected at a recent board meeting.

They are: John Russell, Director at Holt Retirement of Hutton Buscel; Lizzie Hancock, Managing Director and Owner of Fulford Nursing Home; Jill Baker, Marketing Manager with Hempsons solicitors in Harrogate; Paul McCay, CEO of Wilf Ward Trust in Pickering and Aaron Padgham, a Director with Saint Cecilia's Care Group in Scarborough.

"With the addition of these new directors we will strengthen the Board of the ICG, add new and valuable skills and get the ICG ready for the campaign trail ahead," said ICG Chair Mike Padgham. "As we roll towards a General Election it will be up to the ICG, as the officially recognised social care provider organisation in our region, to campaign for it to feature in the political party manifestos."

"With these directors we will widen the Board's expertise and bring more vital knowledge of residential and nursing care, marketing, legal services, supported living, accountancy and training to the table," said Chief Executive John Pattinson. "Our members, and the hundreds of thousands of people they care for, are looking to the ICG to provide strong leadership at this challenging time for social care."

A sixth Board member, Claire Barwick, joined the Board shortly afterwards, to strengthen its educational representation. Claire has worked in the Health and Social Care sector for over 30 years, and is currently Head of Curriculum for Health Education and Nursing at CU Scarborough.

"At Coventry University Scarborough, we are passionate about creating educational opportunities that support the local workforce and in ensuring our graduates remain local to Scarborough," said Claire. "Joining the

ICG board is a huge honour, and I am looking forward to having the opportunity to support the independent and voluntary care industry as they navigate the challenges and opportunities ahead. I hope I can bring a wealth of experience, not only of health and care, but also the education, training opportunities and influences that could support the sector going forward."



New ICG director Claire Barwick.

We are delighted to welcome the new ICG Marketing Executive

Based near Skipton, Brian Johnson has been freelance for over 30 years, providing design and marketing support to a range of clients both large and small.

He worked closely with the marketing department of leading bed brand Sealy for over 15 years as 'brand guardian', creating their brochures, directing all product photography and designing trade and national press adverts. He also developed promotional and POS materials and produced all Sealy's in-store and online video content.

Other clients over the years have included Puma Sportswear, Rowntrees, M&S, Silentnight Beds (for whom he designed the Hippo & Duck logo and award-winning striped pyjama lorries), as well as local, Yorkshire-based brewery Naylor's and estate agents Wilman & Wilman.

"I'm really looking forward to this new challenge," said Brian. "I've served a diverse range of industries and believe my broad marketing knowledge and experience enables me to approach projects from a unique perspective and find fresh and interesting solutions. I have already been involved in the ICG 21st Birthday Event and the 5 Pillars Document and am hoping to support ICG, it's members, Affinity Partners and sponsors in having a more consistent and distinctive presence across our marketing activities."



ICG Member Services Manager now full-time

In June, our Member Services Manager Josh Needham became a full-time member of the ICG team, coinciding with his graduation from Leeds Beckett University with a degree in Politics.

Many of you will already know Josh, as he's been with ICG since 2021. He's passionate about the job. "ICG makes a difference in a sector that's generally



ignored," says Josh. Though his job title involves billing and member liaison, he also helps organise ICG events and direct members to the right people when questions or issues arise.

One of the new member features Josh has set up recently is the opportunity for members to pay for membership via direct debit. "We realise times are challenging for ICG members," says Josh, "but know they really appreciate the benefits of membership, so we've introduced a way for the membership fee to be spread across the year."

To find out more details about membership, see the article on the next page, visit our website or contact Josh direct by telephone on 07843958528, or via email:

joshuaneedham@independentcaregroup.co.uk

iCG DESIGN

QUALITY DESIGN SERVICE AVAILABLE TO MEMBERS

Do you need help creating marketing materials, such as logos, leaflets and flyers, pop-up roller banners, brochures, websites or promotional videos? Well talk to us. Members can now access agency-quality design and marketing support direct from ICG at very competitive rates.

We offer a full, in-house service from concept to completion. You'll be dealing direct with our design and marketing exec Brian, who, as you can see from the article above and the samples shown here, has a wealth of experience across the board and can tailor everything to your specific requirements. You can contact him here:

brianjohnson@independentcaregroup.co.uk





CARING UK CONFERENCE 2023

York Racecourse, 6 September

ICG Chair Mike Padgham told a major regional conference it was time to end the silence on social care and fight for changes to the way the country looks after older and vulnerable adults.

Mr Padgham called for people to stand up for those who do not have a strong voice as he continued an autumn campaign to get the major political parties to support the sector and warned that failing to act now would be like the Government's failure to protect school buildings from RAAC putting social care at risk of collapse too.

Speaking to the Caring UK conference in York, Mr Padgham said: "The people we represent, the most vulnerable, do not have a strong voice. And social care providers – unlike doctors and nurses – do not have a strong voice, or the option of strike action. So, for all of them we cannot stay silent.

"Silence suggests acquiescence; that we quietly agree with the status quo - quietly accept that nothing will change. But I don't."

He said care workers did a fantastic job, 24/7 and vowed to keep campaigning to get better pay for them, on a par with their NHS colleagues.

He told the conference at York Racecourse that years of neglect, followed by the pandemic and cost of living crisis had left social care in crisis, with care and nursing homes and homecare providers closing. Some 1.6m people cannot get the care they need and there are 152,000 staff vacancies in the sector.

He said just as the Government had failed to invest in rebuilding buildings that had used RAAC, they had also historically failed to invest in social care – putting both at risk of catastrophic failure.

He told the conference that he had been accused of talking too negatively about the state of social care, but added: "It isn't negative to say, 'We need positive change'. It isn't negative to say, 'We need to change the narrative for social care.' It isn't negative to wish we could have parity with the NHS at the very least. And it isn't negative to say, as the TUC said last week, that 'Care workers deserve at least £15 per hour,' because 61% of them earn less than the real living wage!"

He urged all delegates to join their local care associations to strengthen their voice and help them campaign for change.

"I strongly believe in strength in numbers and that we need to increase our membership, strengthen our alliances and raise our voice. As I said earlier, the people we care for and the sector we work in don't have a voice. We have to give them one."

"All providers should join their local association – providing strength in numbers and speaking up for social care. We must lobby our MPs to get social care reform on the agenda for the party conferences. And fight to get manifesto pledges from those that want our vote at the upcoming General Election."

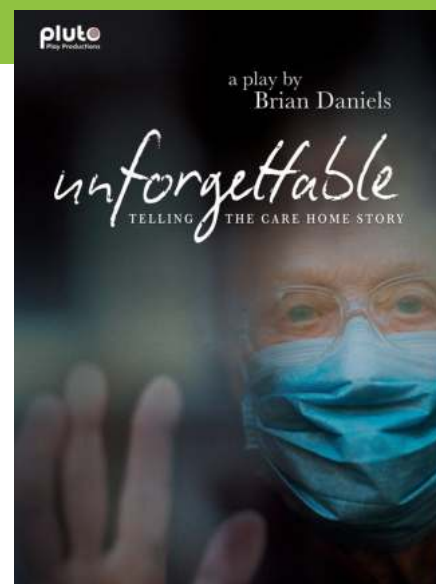
During the speech he set out the ICG's Autumn Campaign:

- Share the ICG's Five Pillars of Social Care Reform document with politicians
- Seek to get social care on the party conference agendas
- Strengthen our local alliances and forge new ones
- Press for social care reform to be a manifesto pledge
- Keep lobbying – keep campaigning!

ICG's Five Pillars of Social Care Reform document (see page 12) has been sent to all the main political parties.



ICG Membership Services Manager Josh Needham chats with delegates at the ICG stand at the Caring UK Conference.



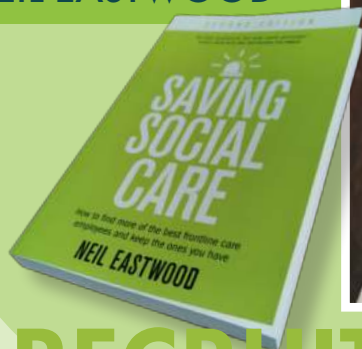
Inspired by playwright Brian Daniels's conversations with care staff, residents and their families, 'Unforgettable' tells the deeply moving story of a residential care home during the pandemic.

"I have written and researched 22 plays about care and health issues over the last 15 years," said Daniels. "'Unforgettable' was harrowing to research, and I spoke to many inconsolable family members who had lost the person they most loved during the pandemic. What came across most strongly though was the compassion, care and love demonstrated without fail by the care home staff I met that resonated so strongly."

Following the play (performed by professional actors) there was an opportunity for the audience to speak to the writer and the cast members, and to share thoughts, feelings and experiences. There was also some valuable research done at each performance by York University's The Curiosity Partnership facilitating greater understanding, use and production of research in adult social care.

The play was performed in York and Scarborough in September and will be staged again soon at York University. See our website for details of how to get free tickets.





RECRUITMENT MASTERCLASS

ICG hosted a masterclass with author and social care workforce expert Neil Eastwood on 20th July. The free event, held at the Principal York Hotel, provided practical advice on recruiting and retaining care staff during the current shortages.

iCG Chair Mike Padgham said: "Now more than ever it is vital that care providers can effectively recruit, develop and retain staff as the sector goes through a staffing shortage."

Neil Eastwood, previously a director for a national homecare provider with 10,000 staff, is now an international speaker on care worker recruitment and retention within Adult Social Care. The first edition of Neil's book 'Saving Social Care – How to find more of the best frontline care employees and keep the ones you have' sold 10,000 copies. The 2nd edition was launched in June.

Neil is also Founder and CEO of Care Friends, an employee referral app operated in partnership with Skills for Care which empowers the social care and healthcare workforce to become recruiters. Care Friends won the 2023 King's Award for Innovation, the UK's most prestigious business award.

"This masterclass was an excellent opportunity to learn from someone who has become an internationally renowned expert in his field."

ICG Chief Executive John Pattinson added: "After the many workforce challenges providers have faced in the region, it's time to regroup and focus on a fresh strategy. Neil's masterclass (entitled 'Recruitment and retention: Finding and keeping care workers in York and North Yorkshire' was a unique opportunity for iCG members to join Neil face-to-face to learn how to create the best recruitment strategy, practical ways of enhancing staff retention and benefit from his inspirational approach."

ICG are holding range of events in the rest of 2023 and into next year. Check out our schedule on our website.

ESSENTIAL STANDARDS TRAINING

On Wednesday 6 September the Independent Care Group were pleased to co-host the second of a series of Essential Standards training for Registered Managers, run by Affinity Partner Hempsons.

Places were sold out (the training is free to members or £99 to non members) and each session provided great interaction between our expert Philippa Doyle from Hempsons and delegates on the day.

The sessions covered everything that would make sure you and your service are in accordance with fundamental standards set out in the Health and Social Care Act 2008 and (Regulated Activities) Regulations 2014.

Check our website for more training sessions.

THE CONFERENCE YOU REALLY NEED TO KNOW ABOUT...

Social care leaders are invited to join a forward-thinking day of knowledge sharing, sector progression, and networking. The Future of Care Leaders Conference North, at the Pavilions Of Harrogate on 28th November 2023.

The conference, staged in partnership with ICG and the Care Association Alliance - Yorkshire and the Humber, offers a unique opportunity to meet senior care professionals, influencers and government officials, enabling you to discover innovative ways to improve your care business and enhance the lives of those who depend on your services.

You'll have the chance to engage with inspirational keynote speakers (including ICG chair Mike Padgham, Dementia campaigner Big Ian Donaghy, TV presenter Sameena Ali-Khan and Associate Professor, Centre for Applied Dementia Studies Dr Catherine Quinn), attend seminars led by experts and from people who draw on care, participate in exciting panel debates and discussions and take part in enlightening Q&A sessions. The conference has truly earned the trust of the sector since its launch in 2017.

The event also includes an exhibition where delegates can explore the latest products and services offered by leading suppliers in the industry. There are ample opportunities to network with like-minded professionals during the networking breakfast and lunch, as well as an afternoon drinks reception.

FUTURE OF CARE

PAVILIONS OF HARROGATE
NORTH
28th November 2023

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ICG sets out its autumn social care campaign

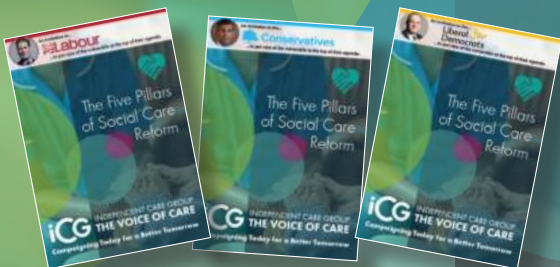
Independent Care Group believes the adult social care sector can be saved, rebuilt and improved to provide care that we can be proud of. To that end, we have produced 'The Five Pillars of Social Care', five vital steps to ensure the country can look after those who receive care and the 1.5m people who currently can't get it.

Of all the major crises facing this country, the care of our oldest and most vulnerable is one that cannot wait any longer for solutions. We have been warning for more than 30 years that social care was not being funded properly to provide a good, sustainable service for people who need that care every day to help them live a full life. Those years of under-funding left social care in a perilous state and Covid-19 then hit it hard.

Now the sector finds itself facing a massive staffing shortage and huge increases in costs, including rocketing fuel and utility prices. There is a very real risk of significant provider failure with a loss of care provision and a subsequent, knock-on impact upon NHS healthcare.

But it doesn't have to be this way. In these five pillars we set out the urgent measures that need to be taken.

If adopted we can, together, begin to build a Health and Social Care service that provides proper, sustainable 'cradle to the grave' care for everyone who needs it, when and where they need it. And a care sector that properly rewards the amazing staff who time and time again deliver wonderful care, against the odds, to grateful recipients.



ICG sent the document to the leading political parties in advance of party conference season and is also offering to share its expertise with politicians, as well as preparing its own election manifesto, for the General Election and stepping up its lobbying and campaigning activities for the benefit of the sector.

You can read and download the document here:

<https://independentcaregroup.co.uk/wp-content/uploads/2023/07/FIVE-PILLARS-AS-SPREADS-12.06.23.pdf>

The Five Pillars
of Social Care
Reform

iCG
INDEPENDENT CARE GROUP
THE VOICE OF CARE

iCG INDEPENDENT CARE GROUP
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JOIN NOW AND BE A PART OF A BIGGER VOICE

We work on behalf of care homes, domiciliary care agencies, supported living, specialist extra care housing providers and day care centres, both in the private and voluntary sectors.

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- Free Training
- Discounted rates and free services from Affinity Partners and sponsors.
- Personal Support
- Independent Care Matters Magazine
- Annual Conference
- Working On Your Behalf
- Local Meetings
- ICG Website
- Networking

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To get started, all you need to do is contact Josh Needham, ICG Membership Manager, by email: joshuaneedham@independentcaregroup.co.uk or telephone: 07843 958528.

SPREAD THE COST

You can also pay for membership via Direct Debit, enabling you to spread out the fee across the year.

Find out more information about ICG and what we do by heading to our website:

www.independentcaregroup.co.uk

STAY ON TOP OF YOUR RISK ASSESSMENTS

By now, you're aware that completed, detailed risk assessments are more than just a box to tick – they're a legal requirement. Plus, if your team includes five or more members, those assessments need to be documented.

A risk assessment is the process of identifying which hazards in and around your business have the potential to cause your employees harm. They can be a lot to get your head around, so the experts at Citation are here to give you a quick introduction...

Why do risk assessments?

Risk assessments make your site a safer and more efficient place for everyone. They give clear, safe instructions for employees to go about their daily duties, reducing the opportunities for incidents.

And of course – it's a legal requirement to carry out risk assessments under the Health & Safety at Work Act, so they're pretty important.

It's also important to consider the competence of your employees when conducting a risk assessment. This will help you understand the level of information, instruction, training and supervision you need to provide.

That'll come in handy when deciding who to appoint as your 'competent person', too. Your competent person needs to be someone suitably qualified to meet the Health & Safety requirements of your business

Consequences of a poor workplace risk assessment

Not having a solid (and up-to-date) risk assessment can lead to accidents, injuries, fines, and even prosecutions, putting your employees' safety and your business' reputation on the line.

In terms of severity, illness, injury, and death are some of the most disastrous consequences of a poor risk assessment. When fatalities do happen, often employers failing to complete, review, or act upon the results of a risk assessment emerge as the root causes.

The legal implications of poor risk assessments include enforcement notices, prosecution, huge fines, and even imprisonment. These can lead to irreversible financial and reputational damage, higher insurance premiums, and loss of investment and clients.

Need further support?

When the Health and Safety Executive comes knocking, they're going to want to look at your risk assessments. So, how can you make sure you're all set for these inspections?

Don't worry – it's a breeze. Just download the new FREE risk assessment template from our Affinity Partner Citation (follow the link or scan the QR code to the right) and follow their straightforward five-step approach.



 **Citation**
www.citation.co.uk



Specialists in Care Compliance, HR & Employment Law and Health & Safety, Citation offer ICG members 24/7 support, discounts on their services and will act as your personal advisor whenever you need it.

If you'd like to chat about how Citation can help with the HR and Health & Safety side of your business, just give them a call on 0345 844 1111, or fill in their call-back form, and they'll get right back to you. Remember to quote 'Independent Care Group' when enquiring to access preferential rates.

DOWNLOAD THE RISK ASSESSMENT TEMPLATE



To download the new FREE risk assessment template from our Affinity Partner Citation, follow the link below or scan the QR code.

Download now:
<https://tinyurl.com/mrxpeezp>





Legacy Mentoring Support for Nurses and Nursing Home Registered Managers

NHS England has recently committed one year's funding to pilot two legacy mentoring roles for the North Yorkshire and York area.

The first will be a Legacy Nurse Mentor to provide support for nurses who are in the first two years of their NMC registration. The second will be a Registered Manager Legacy Mentor providing support to Registered Managers, working in Nursing Homes.

These posts are the first legacy mentor roles focussed on supporting nurses and registered managers, working in Social Care in the UK.

Legacy Mentors provide essential professional advice, education and guidance and pass on a 'legacy' to the next generation. They play a crucial role in supporting staff health and wellbeing and career progression.

Nichola Greenwood, Social Care Workforce Lead for North Yorkshire and York with the Humber and North Yorkshire Health and Care Partnership said "This is a really exciting opportunity for us to provide mentoring support to newly qualified nurses who are new to working in social care and nursing home registered managers. The last few years has seen unprecedented strain on the social care workforce and for those who were completing their nursing degrees. This funding provides a unique opportunity to access support from an experienced Nurse, and Registered Manager, who can offer their time, personal and professional experience and knowledge. We are excited to see how the pilot programmes develop".

For further information on the Legacy Mentoring Programmes please contact:
Nichola.Greenwood1@nhs.net

Hannah Morley, Principal HR Advisor with North Yorkshire Council said "we're really excited to be the trailblazers of this unique offer of support to Nurses and Registered Managers in Nursing Homes. This is an excellent example of where genuine partnership and collaboration between partners can provide a joined-up programme of support to improve and strengthen our workforce. We look forward to seeing the tangible value of this programme, for those individuals taking part and for their Nursing Homes and ultimately the residents of those homes".

Kay Butterfield, Regional Programmes Manager (Primary and Community Care) - Workforce, Training and Education, NHS England, North East and Yorkshire said "It's a great opportunity for those at the start of their careers to receive professional advice, education and guidance from an experienced nurse or registered manager who can pass on a 'legacy' to the next generation within social care".

Ruth Mayhew has been appointed as the Legacy Nurse Mentor and will be starting in early October 2023. We have also recruited to the post of Registered Manager Legacy Mentor with an expected start date in early Autumn 2023.

Nurses and Registered Managers who wish to join these mentoring programmes are invited to submit an expression of interest. Mentoring sessions will take place through face-to-face discussion, video and telephone calls.



LEARNING FROM LIVES AND DEATHS

People with a learning disability and autistic people' (LeDeR)

Annual Report 1 April 2022 - 31 March 2023.

The Learning from lives and deaths (LeDeR) programme was established in 2016 in response to one of the key recommendations from the Confidential Inquiry into Premature Deaths of People with Learning Disabilities (CIPOLD) (2013), which identified that many people with a learning disability were dying earlier, of preventable health conditions, than they should, and up to 30 years earlier than the remainder of the population.

This report provided an overview of the deaths which have sadly been reported to the programme of individuals with a learning disability from across the six Places within the Humber and North Yorkshire Health and Care Partnership and the findings from completed reviews covering the time period 1 April 2022 - 31 March 2023.

Key Findings from within the Report

Of the 119 reported deaths reported to the LeDeR programme during the period 60% of the people were male (which was slightly higher than that of the national picture of 56% in the National LeDeR 2021 report). The median age of death was 62.5 years which is slightly higher than the national picture of 61 years.

The most common confirmed cause of death identified were respiratory issues (32%) with pneumonia accounting for 10% and aspiration pneumonia accounting for 11%. Cardiac issues (14%) were the second most common causes.

Areas of identified learning

The main areas for further work are:

To ensure all individuals are offered an Annual Health Check and continued work is required with regard to health and social care staff in the understanding and use of the Mental Capacity Act, Deprivation of Liberty Safeguards (DoLS), Capacity Assessments and Best interests, including completion of robust documentation.

To continue working on the progress made in relation to end-of-life care for recognition and earlier decision making and earlier consideration of the ReSPECT document.

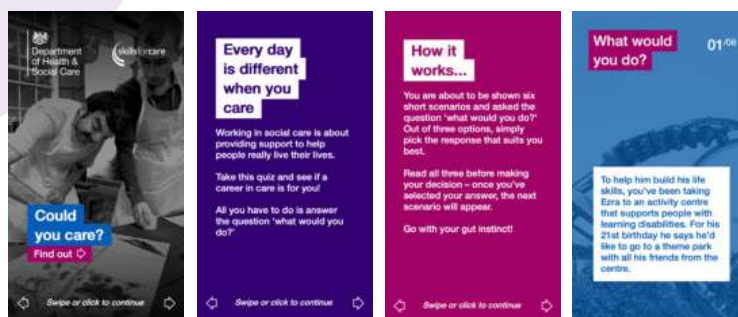
MADE WITH CARE...

The government has launched a new campaign to encourage people with the right qualities to begin a career in adult social care.

Running until the end of March 2024, the 'Made with Care' campaign adverts will appear to millions across video on demand platforms such as ITVX, Sky Go and Channel 4; radio and digital audio channels such as Spotify and social media and digital channels like Facebook and Instagram, to direct job seekers to:

www.adultsocialcare.co.uk/home.aspx

The campaign is designed to encourage applications from the right personnel but also to make the recruitment process easier with free resources to help providers fill their vacancies. This involves providing tools and resources to assist recruitment, including free printable and digital assets, and the ability to advertise job roles for free on adultsocialcare.co.uk with an audience of thousands. You can find all of this online at Recruiting social care staff (adultsocialcare.co.uk) where there is a helpful toolkit, outlining all the materials and how to take advantage of the national campaign. We would appreciate your support in cascading these tools where appropriate to ensure that providers have the ability to take advantage of the Made With Care campaign.



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Choose from +40 templates, including BMI, MUST, NEWS2 and Waterlow, or create a bespoke one.



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iCG AFFINITYPARTNER FOCUS

With offices in Harrogate and across the UK, Hempsons are leading health and social care law experts who help their clients commission and deliver world-class health and social care.

They work with health and social care providers and commissioners nationwide, including NHS trusts and CCGs, social care providers, and private healthcare providers, to help them meet the challenges facing the UK health and social care sector.

Hempsons have particular expertise working for care home and social care providers. They host regular seminars, webinars and other events to keep their clients in the loop about current services and issues.

Free advice line for social care providers

Hempsons' social care team is well placed to assist with a wide range of legal issues including areas such as CQC inspections and reports, employment issues, local authority safeguarding alerts and disputes with local authorities.

The advice line is open between 9am–5pm, Monday to Friday and exclusively offers ICG members 30 minutes of free preliminary advice on a range of issues.

Call **01423 724056**

Alternatively email:
socialcare@hempsons.co.uk



During July and August 2023 there have been some significant changes to the Government's immigration guidance which impacts both employers and their employees within the social care sector. Henrietta Donnell, a solicitor in the employment team at Hempsons, walks us through these changes.

Immigration guidance update for the social care sector

Limitation to additional hours

The Health and Care Worker visa is a type of Skilled Worker visa, aimed at qualified doctors, nurses, allied health and adult social care professionals. It offers a fast-tracked and more affordable route to a visa option for the health and care sector. The visa's criteria includes: proof of the relevant qualifications; proof of a job offer in one of the eligible health or care professions; meeting the salary threshold; working a set amount of hours; and having a valid certificate of sponsorship from the employer.

Until February 2023, workers with this type of visa were restricted to a maximum of 20 hours of work in addition to their main occupation. Under Government guidance what is considered as additional work under this type of visa, must either be:

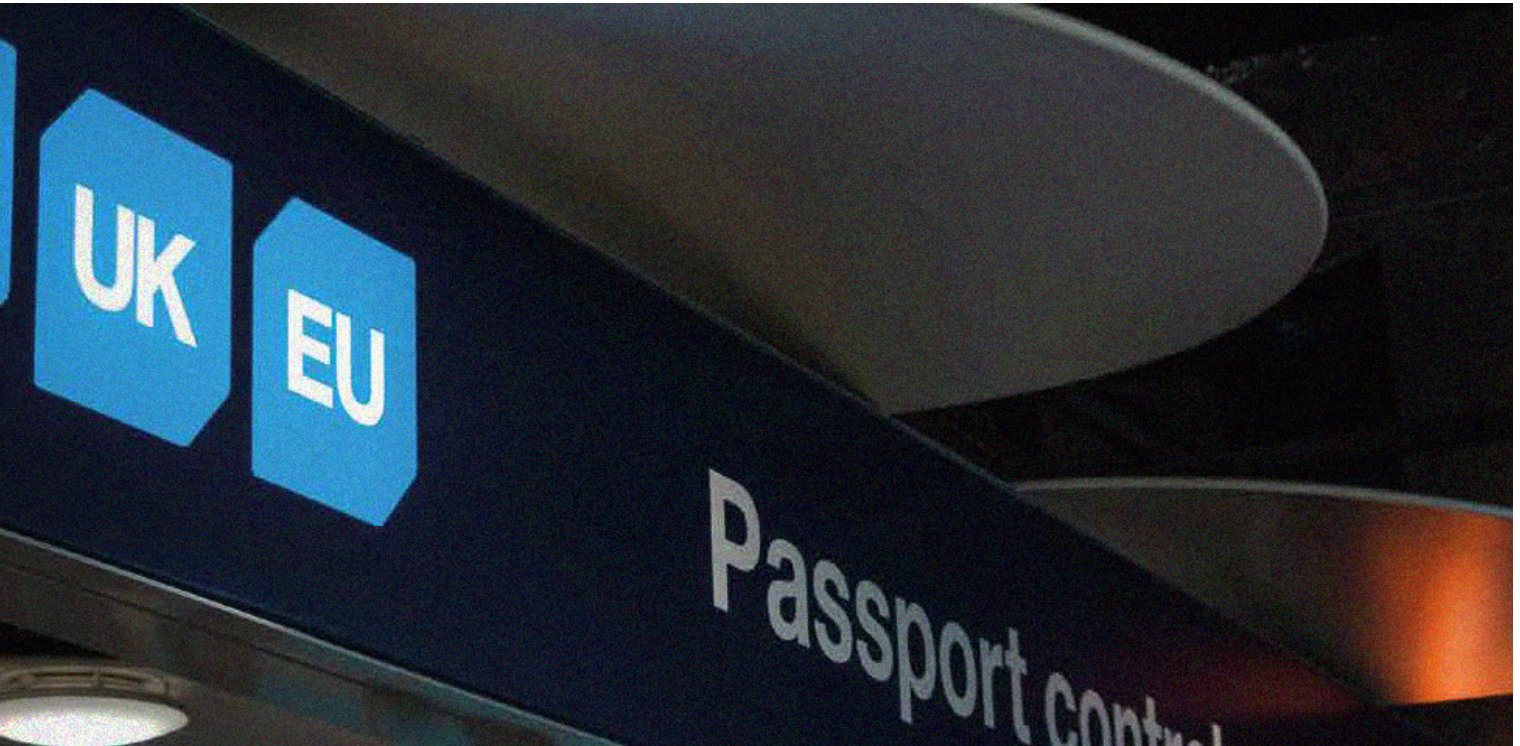
- in a different occupation code from the first job
- in the same occupation code as the first job but at a different level

For example, a nurse who is a Skilled Worker visa holder can work either as an agency nurse, or as a carer in the same care home where she works as a nurse.

In February 2023 a temporary change was announced so that there was no restriction in the number of hours of supplementary work a visa holder could undertake. This was introduced to try and assist with the shortage of workers in the health and care sectors, and consequently workers under this visa could take on unlimited hours of additional work within the relevant sectors, without worrying about breaching their visa conditions.

On 27 August 2023, this temporary change was brought to an end. The position now is that Health and Care visa holders will need to update their visa if they want to undertake more than 20 hours additional work outside of their main role. To update their visa, they will need to obtain a new certificate of sponsorship from their second employer and include a letter with their application explaining their intention to change their current permission to stay. A fee will also need to be paid.

The change in the rules means that employers need to carefully scrutinise and monitor the working hours of workers who have this visa. It is vital that this change is properly communicated to all affected employees, so that they are aware of the change in guidance.



If employees are subsequently going over their 20 hour additional work cap, they will need to stop or update their visa. Failure to report a skilled worker's change in circumstances or allowing staff to work in breach of their visa can result in the following:

- downgrading of the employer's sponsorship licence to a B rating – the organisation will no longer be able to sponsor new migrants and they will be issued with an 'action plan' to take corrective steps
- suspension of the licence or revocation – meaning an organisation can no longer employ migrant workers
- being issued with a fine of a maximum of £20,000 per illegal worker

Immigration fees

In July 2023 the Government also announced an increase in the fee for work visas. In general, they will go up by 15%. There are also increases in the cost of applications for: study visas, Certificates of Sponsorship, settlement, citizenship, wider entry clearance and leave to remain visas, and priority visas. Most of these are to increase in cost by at least 20%.

Health and social care is classed as a shortage occupation and a Certificate of Sponsorship for a shortage occupation has limited fee increases. Therefore, Health and Care visa holders will experience a 15% fee increase.

How this will impact employers:

- the increased cost of a Skilled Worker visa makes it more of an entry route for those with the financial resources to apply, rather than for those with the highest skillset
- a likely increase in cancellations or deferrals by migrant workers due to the cost increase
- a likely higher demand for immigration fee clawback agreements and requests for financial assistance from existing employees who pay their own immigration fees
- increased business continuity and the need to monitor right to work compliance issues for existing employees who, due to the cost increase, fail to extend their immigration permissions

In light of the changes and increases in fees, it is important that this is communicated to affected staff members to ensure compliance and help them prepare financially for the additional cost.

It is recommended that employers review existing policies that cover immigration rules compliance, clawback agreements and financial assistance. It is important to ensure that there is a consistent approach with any issues relating to this fee increase. Going forward it would be sensible to factor in the higher costs when it comes to recruitment budgets and that employers are still attracting the appropriate standard of talent despite the visa fee cost increase.

The Government has also announced an increase in the rates of the Immigration Health Surcharge, although it is subject to final confirmation and the passage of the necessary legislation. However, it is currently the Government's intention that Health and Care Worker visa holders remain exempt from the surcharge increase.

Take it away Broadway!

In an attempt to recreate a taste of what it would be like to be at home, the lucky residents at Broadway Lodge Residential Home in Fulford, York have been enjoying 'Take Away Night', a new fun scheme where their evening menu is fully 'takeaway' themed.

"They can choose from a special menu and our cook prepares their meal accordingly," said Faizal, a director at Broadway Lodge. "If pizza is ordered, it comes in a pizza box, Chinese or Indian meals arrive in takeaway trays. The residents have really enjoyed the experience."



Other fun initiatives have included a visit from an ice cream van, with residents going outside to get their favourite cool treats.

"We have also teamed up with music for care who are a national music charity (see below) funded by the government," said Faizal. "They supply the singers in areas where is funding available and we have had two in the last few months."



<https://mihc.org.uk>



Continued Care Meeting an 'unmet need'



In July, Continued Care, which has offices in both Harrogate and Ripon, launched new day centres to help combat isolation and improve health and wellbeing.

The sessions are run weekly (with a free taster session on the first visit), and will offer people a chance to socialise and make friends, learn new skills, take part in exercise and activities, and even have their hair cut. A two course lunch will be provided by Harrogate charity Resurrected Bites and Ripon Community House's Waste Not Wednesday initiative, along with a packed tea to take home.

Continued Care's social day club manager and wellbeing facilitator, said: "Since the covid pandemic, we've seen an unmet need in the community for things like mobile hairdressers and chiropodists but also for somewhere that people can engage with others and take part in stimulating activities. Alongside that, there is a need among carers, who are often family members, for some respite, and they would be most welcome to attend as well."

Charities including the British Red Cross, Mind and Age UK have called on the Government to increase efforts to tackle loneliness. Recent data from the Office of National Statistics shows 7% of people in the UK say they are often or always lonely. The number of people who are chronically lonely has risen by half a million since 2020. The charities are calling for the post of a dedicated Minister for Loneliness to be continued by the next government, as well as a refreshed strategy and renewed investment to support lonely people and rebuild community connections.

Continued Care's 'Social Day Clubs' are open to all adults, regardless of whether they currently access care services. People can self-refer or be referred by a family member or Social care professional.

For more information, visit the Continued Care website: www.continued-care.co.uk

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We are in Social Media, so why not follow us and stay up-to-date with our latest news and see what our members, Partners and Sponsors are up to.



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Paul McCay, CEO of The Wilf Ward Family Trust and a student at Northumbria University, asks...

A social contract for social care. Did we ever really have one?

There have been numerous reports and policy documents released during 2023 that have summarised what is wrong with the state of our health and social care system, whilst providing a series of solutions that the governments' present and future would be wise to consider. Interestingly, most of these reports suggest that the 'social contract', as it relates to health and social care, is either broken or in need of serious reform.

This isn't the time to provide an in-depth analysis of the merits or otherwise of the social contract, but for brevity it can be simplified in my mind as:

'I will contribute towards the running of the state to assist those who are in need of protection, provided that and in return for my contribution, the state shall look after me in my time of need.'

But what if the social contract never existed with regards to social care? To consider the validity of this statement it is necessary to go right back to the foundation of the UK Welfare State, and of course the foundation of the National Health Service (NHS). The NHS was created via the NHS Act (1948) under the supervision of Nye Bevan's post-war government.



The ambition, effort and vision required to create the NHS then, and to expand its impact, preserve its status and maintain its continued wide level of public affection and expectation, has been an immense feat. Perhaps a reason for this success (notwithstanding the struggles the NHS faces today) can be found in the social contract that was created with the public through the right of all citizens to have universal and free healthcare at the point of use. Although, some of that has been eroded over the past few decades (due to funding changes affecting access to dentistry, prescriptions and some ancillary treatments), the principles remain valid today.

However, when the NHS was created, it was clear that it was also there to provide treatment and support to people with learning disabilities and mental health needs. How successful that intervention was remains debatable, but the Community Care Act 1990 and closure of the long-stay learning disability and mental health institutions, saw the beginning of responsibility for learning disability and mental health support being passed back to social care during the latter part of the 20th century.

Instead, it was to be covered within its own unique piece of legislation, The National Assistance Act (1948) which some authors suggest was merely a revision of the 'Poor Laws' of the eighteenth and nineteenth centuries. As with the Poor Laws each parish, or in this case each Local Authority, was to retain responsibility for the 'less well-off and destitute', creating a system of eligibility that remains to this day. In doing this, the relationship between citizens who needed social care rested with the Local Authority, rather than the State, making the social contract harder to deliver, and means-tested where it was. Indeed, each subsequent revision and replacement of The National Assistance Act has maintained this relationship rather than recognising that it needs to become a State, rather than a local, issue.

Arguably, it was understandable that social care wasn't given parity with the NHS in 1948. It was different then: average lifespans and periods of retirement were shorter, most people with disabilities died young and families were not as geographically mobile as they are nowadays. Thankfully, we are now in different times, and that is why reform of the social contract is called for. To do this

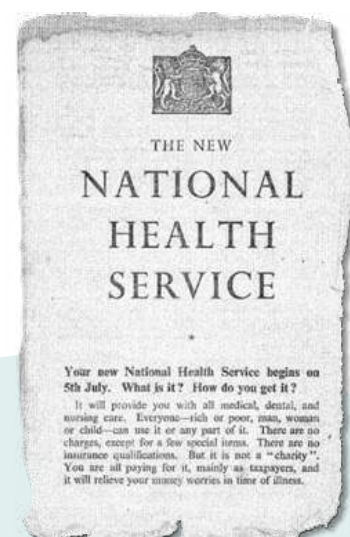
well the similarities between 1948 and today are worth considering and we should learn from the lessons of the past.

In 1948 the post-war world was experiencing economic difficulty, workforce shortages, and citizens expected their government to rebuild systems, policies, and institutions to provide a brighter future. Today our country is recovering from a pandemic that brought many people and organisations to their knees.

It continues to be impacted by a conflict that affects our economic wellbeing. We have workforce shortages, and our citizens expect a rebuilding of systems, policies, and institutions to provide a brighter future. Is it any wonder that calls are being made to review the social contract?

However, whilst there are similarities to the past, the differences of the present must not be ignored. The NHS remains deeply necessary and important to our way of life, but social care pressures are affecting its ability to deliver in more ways than we can fathom. The numbers of unpaid carers now exceed 5 million people, and is expected to rise, with their efforts estimated to save the state around £162 billion - further demonstrating that social care, both funded and unfunded, should hold equal status with the NHS.

If, and hopefully when, the social contract of the NHS is reconsidered it is vital that any government which is brave enough (and ambitious enough) to do it, ensures that social care is brought into that social contract too. If social care remains outside of the social contract, it will almost certainly affect any chance of successful reform of the NHS, and by default affect the life chances of millions of citizens.



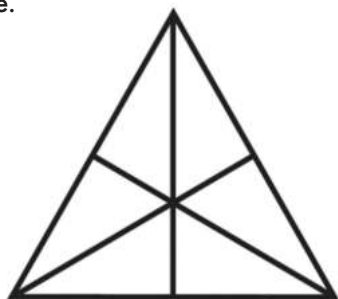
We know you don't have much time to yourself, but when you do, how about trying these brainteasers...

Can you find the mistake?

1 2 3 4 5 6 7 8 9

COUNT TRIANGLES

A geometrical brain teaser to test your thinking and analytical skills.- count how many triangles there are in the bigger triangle.



WORDSEARCH

E	P	H	I	D	D	H	S	I	U	Y	P	P	R
I	S	Y	N	O	O	D	S	M	H	R	L	H	E
O	U	O	D	M	S	O	C	I	A	L	B	N	E
H	P	R	E	I	O	A	O	B	N	K	O	O	C
S	P	K	P	C	V	E	C	I	O	V	A	C	S
A	O	S	E	I	G	R	O	U	P	Y	R	N	U
F	R	H	N	L	S	R	E	B	M	E	M	O	Y
E	T	I	D	L	R	P	G	R	S	T	R	H	
T	E	R	E	A	O	T	D	P	A	E	R	T	T
Y	D	E	N	R	P	E	D	E	T	C	E	H	L
O	A	O	T	Y	T	M	I	D	Y	H	R	R	A
R	R	E	C	R	U	I	T	M	E	N	T	I	E
N	O	I	U	P	R	O	V	I	D	E	R	M	H
V	M	L	A	I	T	N	E	D	I	S	E	R	O

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WORDMAKER

A total of 1281 English words can be made by rearranging letters of **MAKING CARE MATTER**. Of that 1281, there are 47 nine letter words. Can you see how many 9 letter words you can make. (you can check the answer on our website)

iCG

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Quiqsolutions

Part of  Citation

ICG Affinity Partners The Citation Group shows further commitment to its Care sector specialism with latest acquisition, QuiqSolutions.

QuiqSolutions is a provider of cloud-based compliance and quality management solutions for health and social care providers, NHS Trusts, local authorities, schools and multi-academy trusts around the UK.

Established in 2011 it provides essential tracking and reporting tools which help Care sector clients easily manage compliance assurance within their organisations and sphere of responsibility. This includes enabling organisations to prepare for and make readily available information required for CQC inspections or other regular audits, as well as prepare surveys and action plans. These tools are equally as suitable for clients with hundreds of sites as those operating from a single site.

The Citation Group's goal is to help simplify mission-critical and regulatory compliance tasks, so organisations can focus on what they do best – growing and thriving.

By integrating QuiqSolutions' offerings into Citation's product suite, The Citation Group will be able to support even more care sector clients with these market-leading tools and advice. Citation has over 2,000 Care sector clients across the UK today and this acquisition complements the bespoke care solutions they're already benefiting from.

Chris Morris, Group CEO of The Citation Group, said: "We are thrilled to welcome QuiqSolutions to The Citation Group family and are proud of this latest acquisition, which is our seventh in the last 12 months. The Citation Group is committed to delivering top-quality compliance solutions for businesses to successfully operate and grow in today's evolving compliance landscape. QuiqSolutions' suite of compliance tools and impressive relationships with their clients is a fantastic addition to our business. It is a great company that shares our mission to help build safer, sustainable and more successful organisations and will strengthen our existing suite of solutions."



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– Cheri Law, Operations Director, Restful Homes Group



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About VAT Solutions...

VAT Solutions are indirect tax specialists who have worked almost exclusively in the care sector since 2004. We are not a generalist accountancy practice or tax consultancy, but masters of Contract Restructuring. Our team have a unique combination of in-depth VAT and sector knowledge, dealing not only with HMRC on a daily basis, but also holding strong working relationships with relevant contacts at local authorities and clinical commissioning groups throughout the UK. Using our specific care sector experience and network of contacts on your behalf, the team at VAT Solutions work to ensure the optimum benefit for your care operation.

'As the originators of this arrangement, VAT Solutions have demonstrated significant depth of knowledge in all aspects of applicable legislation and case law regarding 'contract restructuring' I cannot fault their ongoing commitment to achieving the best result for us.'

DAVID MANSON (CEO)
KEYS GROUP

Contract Restructuring for the Care Sector...

In these challenging times of ever-increasing cost pressures, the **Contract Restructuring** service provided to operators in North Yorkshire (both private and not for profit) by VAT Solutions gives the care sector an opportunity to recover VAT on an ongoing basis. By restructuring your care business, we create a vehicle for taxable supplies by means of a VAT Group Registration. This not only gives you a group structure which creates considerable VAT savings, but one which also provides significant commercial benefits to your care business in the form of improved efficiency/communication regarding your local authority/CCG fee contracting process.

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