

Brunswicks' Healthcare Review

Volume 4 Issue 36
9 September 2009



refreshingly modern, reassuringly traditional

This week's article

'Now is the time to set boundaries'

Last week we summarised a letter written by the very experienced former NHS manager Christopher Vellenoweth and published in The Times BHCRC Vol. 4, Issue 35, item 67.

Mr Vellenoweth worked for or in the NHS from 1957 and has therefore seen the service 'bed-down' after its creation shortly after World War II when the first Labour Government swept to power and go through many and varied changes and reviews.

A voice worth listening to.

We are pleased to be able to now publish Mr Vellenoweth's letter in full. To read the letter [click here](#)

Abuse/Dignity—page 4

Business news—pages 4-5

Care Homes—page 5

Case reports—pages 5-6

Children—page 6

Conferences & Courses—pages 6-11

Consultations—page 11

CQC—page 12

Dementia—page 12

Ireland, Scotland & Wales—page 12

Learning Disabilities—pages 12-13

Legislation update—page 13

Mental capacity—page 13

Mental health—page 13

Parliament

Parliament is in recess until 12.10.09.

Miscellaneous—pages 13-14

NHS—pages 14-16

Nursing—page 16

Older people—page 16

Parliament—page 16

Social Care—page 16

Workforce—pages 16-17

Editorial

This past few weeks have been very busy in the sense of news relation to the social care and health sectors – not at all like previous summers where, as the holiday season gets underway, the level of news activity wanes.

Be that as it may, I have not noticed anyone slipping out a bad news story in the hope that it wouldn't be noticed!

It has been interesting to look at the responses that the McKinsey Report on the NHS has provoked from politicians and commentators alike.

The first point to make is that the letter from Mr Vellenoweth reproduced as this week's BHCRC article on [page XXX](#) was written and published (29.08.09) before publication of the McKinsey Report was published; however, in light of the Report one can see that there is a theme in both his letter and in the Report which is worthy of consideration, namely the need for a cut in head count in

the NHS.

The Prime Minister, recognising that the NHS is regarded as something of a 'touchstone' for the great British people moved swiftly to say that he rejected the Report and that the recommendations would not be adopted.

That statement was followed by the bizarre accusation by Andrew Lansley, Shadow Health Secretary, that the Government was "drawing up secret plans for swinging cuts" to the NHS.

The NHS is huge. As regular readers of BHCRC will know it is the third largest employer on the planet, behind the Chinese army and the Indian railways; in such large organisations there are always savings to be made. A reduction in head count is undoubtedly feasible without adversely impacting on care delivery to patients.

The NHS is a big consumer of our tax revenues. Tax revenues are needed for a variety of other uses, not least to pare down the national debt.

Politicians must, therefore, as Mr Vellenoweth argues, take the matter of reform of the NHS out of the party political context, grasp and resolve the waste and inefficiency nettle (so graphically demonstrated two years ago by Sir Gerry Robinson when he was called into Rotherham General Hospital).

What is needed is some realism and a Government with a sufficiently large majority to provide it with the confidence to get on with the job.

Without it more cash will have been squandered by Government commissioning a report which is instantly binned!



New Charity launched

Care Professionals Benevolent Fund **Who cares for the carers?**

Important new charity

A charity to help people in the long term care sector who have fallen on hard times is being launched. The charity is called The Care Professionals Benevolent Fund and it has already received widespread support within the sector (see overleaf for Trustees).

Aims of the charity

The primary aim of the Charity is to assist all types of care professionals who are working, or who have worked, in the long term care sector by providing them with grants to help them through hard times or to enable them to purchase essential equipment, such as mobility vehicles. The Charity will also provide guidance on the availability of state support, such as disability or mobility allowances.

"We think this is a terrific and important initiative," said ECCA's Martin Green, *"and one which we are sure will be enthusiastically supported by the sector designed, as it is, for those who have cared for others but are now needing care themselves."*

Hallmark's Avnish Goyal added *"Someone may have spent all or a good part of their life caring for others and it is only right that, in a time of need, there are others who both can and want to care for them."*

How you can help

- The trustees are looking for one or two potential first recipients of support who would be prepared to be highlighted in marketing materials as typical people who the Fund could help. If you know anyone who deserves support and who has the personality to take part please let Guy Bosanko know (contact details below).
- The Benevolent Fund will also be looking for help from a wide range of individuals with different skills and experience. If you think you could contribute in any way, please do not hesitate to contact Guy Bosanko (contact details below).

Background

Guy Bosanko, a director at Christie & Co, who first came up with the idea for the Charity, said: *"Having spoken to a number of people within the Independent Care Sector, I was extremely surprised to find that there is no charity in our sector which supports professionals who have run into financial difficulties through no fault of their own. In other sectors, for example the hospitality sector, there are benevolent funds which support such people and which are generously funded by companies as well as individuals"*.

Contact details

Guy Bosanko: Email info@cpbenevolentfund.org.uk, Mobile 0787 091 7854

Care Professionals Benevolent Fund Trustees

Guy Bosanko, Director, Christie & Co

Avnish Goyal, Managing Director, Hallmark Healthcare

Martin Green, Chief Executive Officer, ECCA

Dr Richard Hawkins, Editor-in-Chief, Caring Times

Davina Ludlow, Director, carehome.co.uk

Marketing Consultant: Paul Brennan

The official launch for the Care Professionals Benevolent Fund will be at the 2009 Care Awards, to be held on Saturday 28th November, 2009 at the London Hilton Metropole.

Abuse/Dignity

1. Finding other dignity champions

03 September 2009 Department of Health

DH launched the Google map facility trailed in August 2009. This will allow Dignity Champions to identify other champions who live or work in the same area or share the same interests.

This as an important development for the campaign. To date, many dignity champions have been working in isolation. DH hopes that by enabling you to get in touch with each other they will start to be able to take local collective action and to create and sustain your own local networks.

[Want to find out who the other dignity champions are?- follow the step by step guide](#)

2. A year of failure. This is the story of Derek Parker...

04 September 2009 Action on Elder Abuse

AEA sent a report on what it sees as a series of failures by the Vale of Glamorgan adult protection service, Care and Social Services Inspectorate for Wales (equivalent to CSCI and CQC in England and the Care Commission in Scotland) and the Commissioner for Older People in Wales.

Mr Parker, now sadly dead, is reported to have spent part of the final phase of his life in what has been described as an unsuitable setting with unacceptable care.

None of the public officials seems to have responded appropriately to concerns voiced by Mr Parker's family.

AEA sent a copy of its report to all the members of the Welsh Assembly.

Ed. What should concern all of us about the story is that Mr Parker during his working life had been a leading light of social work in Wales and his family could be expected to 'know their way around' the social care system. Neither they, nor Action on Elder Abuse when it became involved in Mr Parker's case were able to get the organs of the state to intervene on his behalf.

3. We turn our backs on Baby P's who survive

04 September 2009 The Times

Melanie Reid writes about the links between poor and inadequate support/intervention in the lives of children who go on to perpetrate the most shocking of crimes. She refers to Iain Duncan Smith's report which says that if children are to be helped, there must be intervention before their third birthday.

Business News

4. Board and Senior Management changes

03 September 2009 Care UK PLC

Care UK Plc, confirmed the appointment of Doug Umbers to the position of Managing Director, Social Care wef 01.09. 2009, as originally announced on 16.07.2009. Mr Umbers has also been appointed as an Executive Director to the Care UK Plc Board with effect from the same date.

Tony Hosking, currently Managing Director of the Residential Care division, has advised the group of his intention to pursue other interests after more than

eight years with the group. Mr Hosking will leave Care UK on 31.10.2009.

5. Senior boost for Berryman's Healthcare team

03 September 2009 Berryman

John Roddy, former Regional Director of the Healthcare team at RBS Bank, has joined Nottingham law firm Berryman.

As a consultant in the Berryman Healthcare team, John will work alongside Roger Harcourt, specialist corporate lawyer and head of Berryman Healthcare, and Duncan James, head of business services at Berryman, to further develop the firm's healthcare sector business.

6. Southern Cross raises £13.3m from sale of two buildings

04 September 2009 Southern Cross Healthcare

Southern Cross Healthcare Group PLC announced the sale of the freehold interest in Carnbroe Care Home, the exchange of contracts on the Taunton home developed by the Group and the transfer of the business and assets of the Sunchoice healthcare distribution division. In total, these transactions will generate cash proceeds to the Group of £13.3m, all of which will be used to reduce the Group's borrowings.

The Company continues its discussions regarding further property disposals, with the aim of reducing borrowings. However, it is unlikely that these disposals will occur by the year end, 27 September 2009 and therefore, in the light of the Group's current strategy to focus on repayment of debt, the Board believes it is appropriate to write down the value of these remaining properties in line with the valuations

achieved on recent disposals. The total write down for the remaining properties is likely to be in the region of £8m, or 17% of the combined current book value of the properties, and will be finalised at the year end.

7. Partnerships to breathe new life into healthcare

04 September 2009 The Times

A look at the 'pairings' between FTSE companies and NHS Foundation Trusts – the example cited is the link between DHL and Oxleas NHS Foundation Trust which provides care to people with mental health problems.

8. NHS prepares for pandemic with stockpile of medicines

04 September 2009 The Times

DH has invited companies to tender for contracts to procure/manufacture 2bn doses of 450 essential medicines such as penicillin, morphine etc.

Care Homes

9. Who cares if care homes disappear?

September 2009 Caring Business

Julie Griffiths considers whether there is still a need for structured care homes and how the sector might evolve.

Ed. I am absolutely certain that there will continue to be a need for care homes. They will change, they will become even more service focused and those which survive the cash-strapped days ahead will, I am convinced, thrive.

Case Reports

Law Reports

Nothing to report

Disciplinary cases

10. Fraudulent NHS finance director is struck off

02 September, 2009 Health Service Journal

Philip Neal a former NHS finance chief jailed for forging his trust's valuation reports has been struck off by his professional body.

Neal the former Mid Essex Hospital Services Trust director of finance and deputy chief executive Philip Neal was last week excluded from the Association of Chartered Certified Accountants' register; he was sentenced to 12 months in prison last year for four counts of forgery relating to documents he submitted to the Department of Health and the trust's external auditors at the end of the 2005-06 financial year.

11. Paramedic suspended for misconduct

03 September 2009 Health Professions Council

Paramedic, Karl Touhey has been suspended from the HPC Register for making inappropriate, offensive and derogatory comments, and threatening colleagues whilst employed by the South Western Ambulance Service NHS Trust.

Panel Chair, Dr Alexander Yule, commented:

"There are no issues with Karl Touhey's clinical competence; however, his behaviour brings the profession into disrepute. There is evidence that Karl Touhey has attended counselling sessions to address his

inappropriate comments however Karl Touhey had attended equality and diversity training as a result of an earlier problem, and did not appear to learn from his training"

"During the course of this hearing Karl Touhey has failed to demonstrate any understanding of the responsibilities of a registrant, seeming to expect others to deal with his failings."

The panel decided the most appropriate action was to suspend Karl Touhey from the Register for 12 months with immediate effect.

Karl Touhey was present at the hearing and represented himself.

12. GP in sexual misconduct

04 September 2009 The Times

The GMC has found Michael Rusling, 48, guilty of professional misconduct. No sanctions have yet been announced.

13. Paramedic suspended for misconduct

04 September 2009 Health Professions Council

Paramedic, Lyndsay Pegg has been suspended from the HPC Register for self administering Entonox whilst on duty with the West Ambulance Service.

A panel of the HPC Conduct and Competence Committee heard how Ms Pegg misused Entonox on two separate occasions by self-administration when in an ambulance, during a normal working shift.

At the hearing Ms Pegg admitted to the Panel that she had misused the West Ambulance Service's supplies of the painkilling gas on both occasions and that it amounted to misconduct. Ms Pegg did not accept that her fitness to practice is currently impaired.

Panel Chair, Ms Nicole Bastin commented:

“Each incident put at risk the provision of paramedic services to the public. She not only incapacitated herself but also created a situation where there must have been a risk that Entonox would not have been available for a patient in need of it”

“In these circumstances the confidence of members of the public in a paramedic who acted this way would be seriously diminished. The Panel’s finding is that Ms Pegg’s fitness to practice is currently impaired.”

The panel decided the most appropriate action was to suspend Lyndsay Pegg from the Register for a period of 12 months.

Lyndsay Pegg was both present and represented at the hearing

Cases in the news

14. I worshipped the ground my husband walked on. Now I realise he was a complete stranger

31 August 2009 Daily Mail

Stephanie Rusling tells of the unravelling of her life and the misconduct of her GP husband who appeared before the GMC last week. See BHCR Vol 4; Issue 35, item 20. See also 12 in this issue.

15. A £15k fine for gran’s care home death fall

04 September 2009 Yorkshire Evening Post

Mrs Lindley a former resident of a Bupa-run West Riding Care Home in Lofthouse, Wakefield fell out of bed and broke both her legs in July 2008. She was

being dressed by just one carer, who had just one day’s training.

Mrs Lindley died in hospital of pneumonia nine days later.

Wakefield magistrates fined the company £15,000 and ordered it to pay £10,500 towards the costs of the prosecution.

A coroner had previously ruled Mrs Lindley’s death was accidental and was contributed to, but was not caused directly by, the incident at the care home.

Children

16. Adoption parties

31 August 2009 The Times

The British Association for Adoption and Fostering hopes a radical approach of bringing potential adopters and adoptees together may increase the adoption of difficult to place children. This is a three year pilot which will cost £185,000.

17. Patients still paying

31 August 2009 The Times

Almost 2/3 of cancer patients are still paying for prescriptions – even though they were made exempt in April.

18. Vulnerable babies call rejected

6 September 2009 BBC

After the trial of two young brothers found guilty of a vicious attack on two other boys, Martin Narey, Barnardos chief said it was better to remove vulnerable babies soon after birth, than deal with their complex behavioural problems later.

Calls for at-risk children to be taken into care earlier from the charity Barnardos have been dismissed by the Government.

Children’s Secretary Ed Balls said removing babies born to problem parents should not be a first resort.

Conferences and Courses

19. Capita’s National Conference Managing Long-Term Conditions Personalised Care Plans and Self Care Services

16 September 2009 – Central London

[Click here](#) for conference brochure and booking form

Chaired by: **Stephen Johnson**, Deputy Director, Long Term Conditions, **Department of Health**

Capita’s Managing Long Term Conditions Conference will ensure health and social care providers are equipped with the skills to meet the 2010 target of implementing effective personalised care plans and providing a full range of self care services.

‘Your health, your way - a guide to long term conditions and self care’ sets out the support patients should expect to receive from their health care providers.

Are you confident the services you deliver meet the standards patients have been promised?

- Do you understand the implications of personal health budgets?
- Are you on course to **implement personalised care plans by 2010?**
- Can your **health care service be reshaped**

around the needs of patients?

- Does your team have the **professional skills needed to deliver supported self care?**

Places can be booked on this event either by filling out and returning the booking form on the final page of the conference [brochure](#), or by e-mailing the delegate details directly to

dave.eastman@capita.co.uk

Alternatively you can book online by [clicking here](#) and using Booking Reference Code **TSDE**.

Please read [Terms and Conditions](#)

20. Westminster Health Forum Keynote Seminar

Mental Health: 'New Horizons' – assessing the new strategy for mental health and wellbeing

17 September 2009

Central London

Professor Louis Appleby

National Director for Mental Health, Department of Health

This seminar will look at next steps for the 'New Horizons' strategy, as the ten-year national service framework for mental health draws to an end.

The finalised agenda will be available to view soon on the Westminster Health Forum [website](#). Planned sessions examine:

- Impact and cost: latest data on the scale of mental illness;
- Early diagnosis: helping clinical staff and the public to recognise early indicators of mental health problems, and which factors are associated with higher risk;
- Public awareness: improving public mental health

and well-being, spreading awareness and tackling stigma associated with mental illness; and Inequalities: What more can be done to tackle variations in mental health provision.

Booking arrangements

To book places, please use the online booking [form](#). Once submitted, this will be taken as a confirmed booking and will be subject to our terms and conditions.

Options and charges are as follows:

Places at *Mental Health: "New Horizons" – assessing the new strategy for mental health and well-being* (including refreshments and PDF copy of the transcripts) are **£190** plus VAT (£218.50);

Concessionary rate places for small charities, unfunded individuals and those in similar circumstances are **£80** plus VAT (£92). Please be sure to apply for this at the time of booking.

For those who cannot attend:

Copies of the briefing document, including full transcripts of all speeches and the questions and comments sessions and further articles from interested parties, will be available approximately **7 days** after the event for **£95** plus VAT (£109.25);

Concessionary rate: **£50** plus VAT (£57.50).

To order please follow the link [here](#).

21. Seminar invitation- The new registration system

18 September 2009

The English Community Care Association and Charles Russell invite ECCA members to a seminar covering the new rules for registration followed by lunch. From April 2010 all regulated health and adult social care providers will be required by law to register with CQC. To do so they must show they are

meeting common essential quality standards. Dr Linda Hutchinson will discuss the New Registration System.

Programme

11.30: Registration

12.00: Welcome

12.05: Presentation - Linda Hutchinson, CQC

12.35: Q&A

13.15: Lunch

Venue

Charles Russell LLP

5 Fleet Place

London EC4M 7RD

Reserve a place

To register for this event please contact Paula Maycock on +44 (0)20 7203 5128 or email

paula.maycock@charlesrussell.co.uk

22. Capita's 5th National Conference Developing the Adult Social Care Workforce

21 September 2009 – Central London

Plus a Half-Day Workshop

Practical Workforce Planning

Tuesday 22 September – Central London

These events are CPD Certified and supported by the **ADASS**, the **British Association of Social Workers (BASW)** and **Skills for Care**.

Receive a 20% discount when booking on both events.

These events will provide learning and networking opportunities for anyone involved with the Adult Social Care Workforce, especially those working in HR and Personnel, Adult Social Care and Community Services, Workforce Development and Modernisation, Individual Budget and Self-Directed Support teams, Training and Development, Supporting People and Recruitment and Retention teams. Please feel free to forward these details on to anyone you feel

would benefit from attending.

Please [click here](#) to download a copy of the conference brochure in pdf format. If you have any problems with the hyperlink, please e-mail me at dave.eastman@capita.co.uk and he will send the brochure as an attachment.

23. Developing the Adult Social Care Workforce

21 September 2009.

Chaired by: **Jo Cleary**, Executive Director of Adults' and Community Services, **London Borough of Lambeth**

This established **conference** takes a comprehensive look at **what the transformation agenda means** for the **advancement of the adult social care workforce**.

With the *Adult Social Care Green Paper* about to be published, **this national event is designed for everyone working in partnership across the health and social care sector to drive service improvements and raise standards.**

24. Practical Workforce Planning

22 September 2009

Workshop Facilitator: **Jo Harvey**, Consultant and Trainer, **Helen Sanderson Associates**

This highly practical workshop gives you the chance to receive in-depth guidance on workforce planning that takes account of the whole social care market, including the independent sector, to make your organisation's strategy fit for purpose. Delegates will have the opportunity to present and discuss their own organisation's workforce development plans to facilitate productive benchmarking and

benefit from lessons learned

Places can be booked on this event either by filling out and returning the booking form on the final page of the conference [brochure](#), or by e-mailing the delegate details directly to dave.eastman@capita.co.uk

Alternatively you can book online by [clicking here](#) and using Booking Reference Code **TSDE**. Please read [Terms and Conditions](#)

25. The Independent Healthcare Awards 22 September 2009 London Hilton, Park Lane

Have you booked your table for Healthcare's premier awards event, the Independent Healthcare Awards 2009, takes place at the London Hilton Park Lane on 22 September.

The Laing & Buisson Awards are an unrivalled opportunity for you to come together and celebrate your innovation and endeavours. This is your chance to reward your teams for their inspirational achievements and thank them for all their hard work.

Book now to reserve your seat/table at the gala dinner. To avoid disappointment please book early by contacting:
Irene LoCoco
Tel: 020 7923 5390
Email: irene@laingbuisson.co.uk

26. CMM Insight Conference The Future for LD Care Provision 29 September 2009, The Midland Hotel, Manchester

Following the success of last year's CMM Insight, this year's conference will examine how care for adults with learning disabilities is changing, explore the driv-

ers behind the change and question the feasibility of the Government's strategy.

- Keynote presentations from six main perspectives – Legal/Provider/Academic/Government/Regulatory and Market Outlook.
- Interactive panel discussion with a select group of panellists.
- Updates on the implementation of the Government's personalisation agenda and how it is affecting care providers.
- What opportunities exist for specialist providers to continue to grow in a changing market.
- Series of workshops designed to highlight specific issues that providers might require guidance on from a range of experts in their fields - Making supported living work / Residential LD - your future path / Analysing challenging behaviour and its outcomes in residential and supported living environments.

To book at CMM Insight please go to their website http://www.caremanagementmatters.co.uk/CMMInsight2009_000.htm

27. Capita's 2nd National Leaving Care Conference Supporting the Transition to Independence 30 September 2009 – Central London

Please note that we still have places available on this informative and practical event, which is CPD Certified, supported by the **National Care Advisory Service** and **The Who Cares? Trust**, and includes contributions from the **DCSF**. If you have not yet booked places on this event and would like to, please e-mail me at dave.eastman@capita.co.uk

This event will be an excellent learning and networking opportunity for anyone working with Children and Young People in and leaving care, especially those working in Children's and Youth Services, Children in

Care and Leaving Care teams, Corporate Parenting, Child Protection/Safeguarding & LSCBs, Education Welfare and Supported Housing. Please feel free to forward these details on to anyone you feel would benefit from attending.

Please [click here](#) to download a copy of the conference brochure in pdf format. If you have any problems with the hyperlink, please e-mail me at dave.eastman@capita.co.uk and I will send the brochure as an attachment.

Chaired by: John Hill, National Manager, National Care Advisory Service (NCAS)

Places can be booked on this event either by filling out and returning the booking form on the final page of the conference [brochure](#), or by e-mailing the delegate details directly to dave.eastman@capita.co.uk

28. Delivering Excellent and Effective Transition to Life Long Services for People with Autism

6 October 2009—Central London

This conference will explore the themes of the Adult Autism Strategy and the initial response from consultation on the strategy, managing the effective transition to adult services, developing effective care pathways for people with autism, secure care and the development of person centered planning. This timely and focused conference will offer the opportunity not only to listen to the distinguished panel of speakers but to join in an interactive panel discussion enabling delegates to interact with one another and with the speakers.

For further details please contact Irene Lo Coco on 020 7923 5390 or e-mail irene@laingbuisson.co.uk View the [conference brochure](#) or [book online](#)

29. HealthInvestor Workshop: Succeeding PASA - Understanding the new commercial operating model

7 October 2009

2pm – 5pm, Central London

Is your organisation ready for the new procurement landscape? PASA, the health service's purchasing and supplies agency, is to close, with its functions taken over by OGC Buying Solutions and 10 new commercial support units.

This more commercially focused regime is designed to add greater scope, scale and impact to the procurement process and offer smaller organisations the chance to compete in a more transparent and flexible environment.

Enrol now and find out how to recognise the opportunities and respond effectively to tenders. Explore the changing role of commissioners and the new skills necessary for enhanced market awareness. Learn about the powerful benefits and potential conflicts in combining support for providers and commissioners within a single commercial centre of expertise.

Gain in-depth insight into the new system for commercial capability, including how the independent sector and third sector provider will respond and evolve, and the benefits for the NHS.

Please [click here](#) for further information and to book your place at this workshop or visit www.healthinvestor.co.uk for event listings.

If you would like further details or to speak to a member of our events team, please [telephone Kate Atkins on 020 7104 2000](tel:02071042000), or [email kate.atkins@healthinvestor.co.uk](mailto:kate.atkins@healthinvestor.co.uk)

30. Improving patients' experiences in hospital: yes we can!

13 October 2009, 09.30am-4.00pm

The King's Fund, London

New health secretary Andy Burnham recently told the NHS Confederation Conference that it is essential for the NHS to move beyond the era of targets towards a 'new era where every NHS institution is held to account by the quality of the patient's experience'.

Every staff member, at all levels, can influence a patients' experience of care, whether as a board member or administrator, a health care assistant, a clinician, or support staff. This practical conference will explore the steps staff and managers can take to transform patients' experience of care in hospital.

Discussion groups

The conference will feature interactive discussion groups allowing delegates to explore issues that can affect patients' experiences of care. These will look at topics including:

- Supporting staff to deliver compassionate care
- Enabling compassion and alleviating stress
- Making patients voices louder
- The importance of measuring patients' experiences
- Changing hospital cultures

Successful clinical leadership to enable patientcentred care.

Book [online](#) now.

[Sushma Sangyam](#) Conference Manager

31. Developing A Culture of Respect

16 October 2009

RNIB Cymru, Cardiff

This one day workshop aims to help people who have

faced barriers at work when trying to improve the quality of care. Delegates will be able to gain an understanding of the range of responses available to help them tackle a lack of respect in the workplace; share experiences with people in a similar position, distinguish between conflict and possible personality disorder and appreciate the concepts of 'the power of the coat' and 'the power of crowds'.

If you would like further information or to book on-line please click on the link above, or email info@dignifiedrevolution.org.uk.
A Capita Interactive Seminar

32. Health and Social Care Complaints Handling, Resolving and Learning from Complaints

16 October 2009 – London

Please [click here](#) for the conference brochure.

Capita's Health and Social Care Complaints Seminar provides an interactive forum for delegates to **improve their complaints handling skills in line with the new Government procedures.**

Six months on from the introduction of the new complaints handling arrangements, now is the time to reflect on your progress and take stock of areas you still need to work on to meet the new regulations.

*Are the public aware of your complaints and feedback system and is it accessible to all?

*Can you demonstrate, record and publicise that you are actively learning from complaints to prevent them from occurring again?

*Are you aware of your customers' experience of your new complaints procedures?

*Do you feel confident that you are doing everything you can at a local level to resolve complaints?

For agenda and booking form please [click here](#)

33. Laing & Buisson Investing in Healthcare Conference

22 October at The Portman Hotel, London W1

[Download a copy of the brochure](#) or [book online](#)

The healthcare sector in the UK is still a viable proposition for investors despite the economic downturn. Healthcare, by its very nature remains a necessity, rather than a discretionary purchase and remains a strong recession investment. The industry has proved resilient, stable and remarkably active despite recent financial volatility.

This conference, an annual fixture in the health and care calendar, will reflect the difficult market conditions and take in opinions from some of the country's leading healthcare analysts, providers and investors as to whether there are grounds for a more optimistic outlook.

34. Using Human Rights to Improve Dignity in Care settings

04 November 2009

Piloting a practical workshop that aims to:
provide an increased understanding of the Human Rights Act
develop a Human Rights approach to the care setting
help individuals to use the Human Rights Act to gain practical improvements in care

The workshop will be facilitated by Tessa Shellens, from Morgan Cole Solicitors in Cardiff. There is **no charge to attend**. If you would like further information, or to book a place, email info@dignifiedrevolution.org.uk

Perceptive Professionals Embedding Dignity and Respect in a Care Environment (in conjunction with Healthcare Alliances)

[11 November 2009, Talardy Hotel, St Asaph](#)

[13 November 2009, RNIB Cymru, Cardiff](#)

Workshops are focused on fine tuning communication and listening skills to enrich relationships between patients/clients, relatives, carers and colleagues. If you would like further information or to book on-line please click on the link above, or email info@dignifiedrevolution.org.uk.

35. HealthInvestor Annual Conference 2009 Investing in the Primary Care Property Market

Building a Healthy and Profitable Future

10 November 2009 – Central London

Private sector firms are tasked with equipping primary care organisations with the facilities and services necessary for delivering the best patient services. Discover how to meet the demands and challenges shaping the primary care market. Explore the opportunities available and address the following key concerns

- How is primary care property responding to the recession?
- Where are the upcoming opportunities?
- What reforms have been introduced to attract private capital?

How will the NHS fund future build projects?

- What will Pro Cure 21+ offer?
- What makes healthcare property attractive?
- What are the specific risks in this sector?
- Refurbishment or new build?
- What procurement processes and frameworks are available?

How should GP practices respond to a rapidly changing commercial environment?

How will future trends in healthcare practice impact upon primary care design and construction?

[Click here](#) to view the programme and [here](#) to book your place

For further details, please telephone **Kate Atkins** on **020 7104 2000**

or email kate.atkins@healthinvestor.co.uk

36. Examining the reality and the rhetoric of Personalisation

12 November 2009—Holiday Inn, Bloomsbury, London WC1

What the conference will cover

- Personalisation is at the heart of government policy but what does it mean in practice for care providers? And what is the best way to deliver it?
- The ECCA 2009 Conference will explore in detail the direction in which service provision is developing.
- A first rate line-up of high profile speakers will address the conference so that you can find out the latest thinking from some of the key figures in policy and practice. Special workshop sessions will provide the opportunity to find out more, air your views, and continue the debate on how the sector will meet the challenges of the future.

Tickets cost £125 for ECCA members, £175

for non members

For more information, call **08450 577 677** or email conference@eccca.org.uk

11 November 2009, Talardy Hotel, St Asaph 13 November 2009, RNIB Cymru, Cardiff

These workshops are focused on fine tuning communication and listening skills to enrich relationships between patients/clients, relatives, carers and colleagues.

If you would like further information or to book on-line please click on the link above, or email info@dignifiedrevolution.org.uk.

37. Westminster Health Forum Keynote Seminar Care 2009: The future for carers and social care

25 November 2009—Central London Seminar

Timed to coincide with the end of the Big Care Debate, designed to inform the *Shaping the future of care together* Green Paper, this seminar will examine the future of social care in England, what more can be done to support family and unpaid carers, and gaps in the availability of assistance throughout the UK.

Discussions will also focus on the impact of the National Carers Strategy, one year on from implementation, and priorities for the proposed National Care Service.

Further sessions will look at:

- The provision and effectiveness of financial support for carers;
- The general health and well-being of carers;
- Support for young carers;
- The impact of an ageing population on social care services;

- Personalised care needs assessments; and
- The coordination and equality of social care services throughout the UK.

A draft agenda is attached below my signature for your information.

Booking arrangements

To book places, please use our [online booking form](#). Once submitted, this will be taken as a confirmed booking and will be subject to our terms and conditions below.

Options and charges are as follows:

- Places at Care 2009: The future for carers and social care (including refreshments and PDF copy of the transcripts) are **£190** plus VAT (£218.50); Concessionary rate places for small charities, unfunded individuals and those in similar circumstances are **£80** plus VAT (£92). Please be sure to apply for this at the time of booking.

For those who cannot attend:

- Copies of the briefing document, including full transcripts of all speeches and the questions and comments sessions and further articles from interested parties, will be available approximately **7 days** after the event for **£95** plus VAT (£109.25); Concessionary rate: **£50** plus VAT (£57.50). To order please follow the link [here](#).

Consultations

To follow next week

CQC

38. New report about monitoring controlled drugs

03 September 2009 Care Quality Commission
See item 53 under Miscellaneous

39. Testing our registration process

03 September 2009 Care Quality Commission
CQC is laying the groundwork for the new registration system, developing the tools and guides that will support it. It has been working with a group of 20 providers in the North West of England. The group is testing the application process for registering providers under the new legal framework from April 2010. During September CQC will use the feedback to improve the process.

40. Update on the consultation on new registration standards

03 September 2009 Care Quality Commission
CQC's consultation on the draft guidance about compliance closed 24.08.09. It received around 700 responses and thousands of comments which CQC staff are now analysing. The final guidance document will be published in December.

41. CQC inspectors facing the axe

September 2009 Caring Business
CQC is offering voluntary redundancy to inspectors as it reviews the way way inspectors work and the frequency of inspections.

Dementia

42. Dementia link to 'mid-life ills'

3 September 2009 BBC
Middle-aged people who smoke, have high blood pressure or diabetes increase their risk of developing dementia massively, medical experts warn. Middle-aged people who smoke increase their risk five-fold, and diabetes will more than triple it, reports the Journal of Neurology, Neurosurgery and Psychiatry.

Experts predict the number for the UK will rise to more than 1 million people by 2025 and 1.7 million by 2051.

Ireland, Scotland & Wales

Ireland

43. Change needed in social housing
3 September 2009 BBC
See item 74 under Social Care

Scotland

Nothing to report

Wales

44. Action on Elder Abuse damns Welsh adult protection system
4 September 2009 Community Care

Action on Elder Abuse have issued a report on the case of a former social services manager with Alzheimer's disease, criticising the Welsh system for protecting vulnerable adults.

The report into the case of Derek Parker, who died last November, includes stinging attacks on regulator the Care and Social Services Inspectorate Wales, adult protection services in the Vale of Glamorgan Council and the Older People's Commissioner for Wales.

AEA chief executive Gary FitzGerald said: *"The [Welsh government] has established a range of agencies and systems over the last decade to ensure protection for adults at risk of abuse. And yet this report suggests a chaotic approach by those very agencies, with unnecessary delays, confusion, failures to understand their respective roles and a position by the Commissioner for Older People which is highly questionable."*

The council said enquiries under its adult protection process were still ongoing but that South Wales Police had now sent a file to the Crown Prosecution Service for consideration.

Ed. See also in this issue item 2.

Learning Disabilities

45. Norfolk services for people with learning disabilities rated amongst best in the country

04 September 2009 Craegmoor Healthcare
Two Craegmoor services in Norfolk which support people with learning disabilities have been rated as "Excellent" by the health and social care regulator for England, the Care Quality Commission (CQC).

The Kalmia & Mallow service in Watton and The Oaks & Woodcroft service in Mattishall received the

rating – the highest that can be awarded by the Commission – after being praised for their “*exceptionally well completed Person-Centred Plans*”.

Sarah Hughes, Craegmoor’s Divisional Managing Director - Specialist Division, South, said:

“It’s fantastic that the dedication and passion shown by staff for supporting people to live independent and individual lifestyles has been recognised by the CQC. “Craegmoor is committed to ensuring excellent outcomes for the people who use our services and we are really proud of our colleagues in Norfolk who have shown their real commitment to that.”

46. Valuing employment now

August 2009 Issue 11 Social Care Bulletin

A Government strategy to increase the number of adults with learning disability in paid employment of at least 16 hrs a week. DH has 10 demonstration sites (due to go live in Autumn) showing how social care personal budgets can be used for employment support.

Legislation Update

Nothing to report

Mental Capacity

Nothing to report

Mental Health

47. NHS blamed after killer struck again while being treated in the community

04 September 2009 The Times

Are the public properly protected?

3 September 2009 BBC

After the case of the cannibal killer, Peter Bryan, the debate about whether the public are getting enough protection from the mentally ill has been re-opened.

To read the full article go to the below address <http://news.bbc.co.uk/1/hi/health/8236536.stm>

Miscellaneous

48. Tighter council budgets take toll on care sector

30 August 2009 Financial Times

As town halls up and down the country feel the pressures of spending constraints, one part of the economy has been particularly hard hit, the social care sector. As a result, people who would have received care services – whether in their own home or in a residential setting – at lower levels of dependency, are now only receiving them when their needs are more acute.

Mike Parish, chief executive of Care UK said:

“In community care, they grade the level of dependency and they’ve got four rankings. If you look back five years ago, about half of our [domiciliary] services would be level 1, the highest level of dependency. Now it’s about 80% with hardly anyone in levels 3 and 4.”

Andrew Cozens, group strategic lead for adult social care at the Local Government Association, said that about 70% of councils have now set their criteria for access to care at either ‘critical’ or ‘substantial’, the two highest levels of care need. He said:

“It’s a crisis that everybody recognises.”

Meanwhile, tight budgets are likely to mean that dementia specialists and providers of acute care will continue to receive local authority custom. However, unless they can appeal to the more demanding private pay sector, care businesses that focus on people with only moderate needs will probably struggle.

49. Kissing it Better

[This website](#) has been developed by two nurses. It is simple and easy-to-use, packed with good ideas from health workers and patients, and which can help to could make the ‘world of difference’ to the patient experience

Ed. I am most grateful to Monica Dennis of Dignified Revolution for drawing this to my attention.

50. We just want our day in court

31 August 2009 The Times

Two pages about the attempt by UK users of the Merck medicine Vioxx which is said to have precipitated heart attacks. IN the USA Merck was ordered by the courts to pay out \$5bn in compensation.

51. Trainee doctors to learn the ‘hands-on’ way

02 September 2009 The Times

The GMC says that medical students should spend more time outside the lecture room to gain more

'hands-on experience.

52. Swine flu pandemic advice for care providers

03 September 2009 Care Quality Commission

CQC has developed advice for care providers to minimise the risk to people who use care services and care staff during the swine flu pandemic.

[Read the swine flu advice for care providers](#)

53. New report about monitoring controlled drugs

03 September 2009 Care Quality Commission

CQC's new report finds that health services are better monitoring controlled drugs, following the Shipman Inquiry.

[Find out more about the controlled drugs report](#)

54. Trainee doctors lack educational foundations

04 September 2009 The Times, letters to the Editor

Stephen Brearley writes about the changes which the GMC is to prescribe for the training of doctors which he says will make the situation worse, not better.

55. Swine flu deaths forecast is slashed

04 September 2009 Daily Mail

Sir Liam Donaldson has cut the forecast from 65,000 to 19,000 – fewer than annual winter flu.

56. Staff report safeguarding concerns to Ofsted hotline

4 September 2009 Community Care

Since the Whistleblower line went live on 1 April 2009, regulator Ofsted has received 27 calls from staff working with children and young people, report-

ing problems around the safeguarding of children.

57. Tesco's latest offer...a CT scan for loyal shoppers

05 September 2009 Daily Mail

Concern that this will increase the anxiety of the 'worried well' and increase the burden on the NHS in terms of tests.

Ed. I can see that the unrestricted private access to the likes of CT scans will eventually be restricted by the state to prevent a consequential cost burden.

58. Fatal decisions

06 September 2009 The Sunday Times

Euthanasia by the back door

04 September 2009 Daily Mail

A look at the Liverpool Care Pathway for managing the end of a terminal patient's life which doctors say is flawed.

The Pathway involves the withdrawal of invasive medication, such as drips, withholding of medicines no longer considered beneficial, withholding of food and liquids and the use of sedation for people for whom there is no possibility of recovery.

59. Question a doctor and lose your child

06 September 2009 The Sunday Times

Article citing a number of examples where parents have challenged doctors only to find that they then face losing their child with the intervention of social workers.

60. Flu leadership for social care

August 2009 Issue 11 Social Care Bulletin

Roy Taylor has been appointed to the new DH post of National Director for Social Care Flu Resilience.

61. Taking control means living dangerously September 2009 Caring Business

Steve Inch, deputy CEO of Dimensions, opines on the subject of person centred care and the need to be wary of safeguarding which may become the next area of job creation in councils.

62. Optimism grows in the sector September 2009 Caring Business

An article about the clarification of extracare accommodation as a Class C2 use following a planning decision in East Sussex. Such accommodation has been said to fall within Class C3 – if that was correct, additional cost of development would be entailed.

NHS

63. Prisoners have better diet than hospital patients

31 August 2009 Daily Mail

As part of the Daily Mail 'Dignity for the Elderly' campaign refers to 242 patients who died of malnutrition in NHS hospitals in 2007 as the cost of the provision of meals is compared between prisons and hospitals following research by Prof. John Edwards of Bournemouth University.

The prison service spends £2.12; one hospital spends just £1 a day.

Ed. For many years I used to prosecute prison inmates on behalf of the State for breaches of prison discipline – I was happy to have the same meals as the inmates. They were good, fish & chips on a Friday was outstanding. I always tried to ensure hearings before the Board of Visitors was on a Friday. I have also spent prolonged periods in hospital over

the years and have recently visited friends and family who have found themselves in NHS settings – I have never wanted to share the NHS food. By and large it has been cold and unappetising. The local take-aways do a roaring trade!

64. DH makes PFI debt pledge

03 September 2009 Health Service Journal

DH has said it will change the financial reporting rules to ensure trusts with private finance initiative debts do not breach their statutory duty to break even.

A DH spokesperson told HSJ that it is working with the Audit Commission to “ensure that the revenue consequences of international financial reporting standards, for PFI-type schemes, will not be reflected within the financial performance of NHS trusts”.

Under rules introduced in April, NHS bodies must report their PFI assets and debts on their balance sheets. Assets declared on trust balance must be depreciated at around 2.5% a year, to reflect their gradual loss of value.

Up to £10bn worth of PFI assets are due to be newly declared in 31.03.2010 balance sheets, which could require trusts to make technical deductions from their income of around £273m for one year's depreciation.

Ed. So, if there is an inconvenient truth, change the rules. Thats OK then!

65. FTs fear biddable successor to Bill Moyes

03 September 2009 Health Service Journal

Foundation trust leaders are concerned ministers will try to appoint a government-friendly chair of Monitor, potentially threatening their independence.

66. Cut thousands of doctors and nurses to save cash, NHS told

03 September 2009 The Times

DH is told 137,000 NHS posts must go in next five years

3 September 2009 Health Service Journal

DH has been told the consultancy firm McKinsey that the NHS in England will need to slash its workforce by 137,000 if it is to achieve its planned £20bn savings by 2014, HSJ can exclusively reveal – some 10% of the workforce.

Although the DH has said the report was “purely advice and does not constitute government policy”, it bears the department's logo and has been disseminated among senior NHS managers.

Ed. There are going to be some very hard choices facing whichever political party is elected and forms the next Government of the UK. It is understandable, though clearly undesirable, for the main political parties to, in effect, say that the NHS is ‘sacred’ and will not suffer direct cuts in funding.

However, in the current financial circumstances, this is wholly unrealistic!

67. NHS workforce cuts plan rejected

3 September 2009 BBC

Proposals by McKinsey and Company to close 137,000 clerical and admin posts to save £20bn by 2014, have been rejected by the Government.

68. Consulting Room – The NHS needs creative thinking. It shouldn't be squashed

04 September 2009 The Times, Leading article

A rejoinder to all those who have criticised the McKinsey & Co report into the NHS and how it might set about saving money. The article is critical of

stance taken by Andrew Lansley MP as the opposition spokesman on health who is accused of having made a “juvenile attack that [he] may live to regret.”

69. NHS prepares for pandemic with stockpile of medicines

04 September 2009 The Times

DH has invited companies to tender for contracts to procure/manufacture 2bn doses of 450 essential medicines such as penicillin, morphine etc.

70. NHS drug blunders 'may kill hundreds every year'

4 September 2009 Community Care

Long hours and fatigue in the NHS take toll as rate of wrong medication doubles

04 September 2009 The Times

NHS drug blunders double

04 September 2009 Daily Mail

NHS drug errors 'may top 860,000'

4 September 2009 Health Service Journal

The number of mistakes involving NHS patients being given the wrong medication may total 860,850, according to the National Patient Safety Agency.

It said that in 2005, 36,335 incidents were reported, rising to 64,678 in 2006 and 86,085 in 2007. But Professor David Cousins, a senior pharmacist at the NPSA, said only 10% of incidents were actually reported.

According to reports, 100 of the incidents resulted in serious harm or death, although 96% caused low or no harm.

NPSA chief executive Martin Fletcher said the apparent rise in the number of cases reflected a more open reporting culture and a willingness by NHS staff to report errors.

Ed. Regular readers of BHCR will be all too familiar with the activities of the care home regulators, in particular the recently replaced Commission for Social Care Inspection, and the harsh criticisms of care providers whose staff make medication errors – in many cases this has been a significant aspect of cancellation proceedings and there have been a number of prosecutions and convictions of operators.

I hope a similarly zealous approach will be taken with the NHS.

71. Clinical views, NHS consultants and profligacy

05 September 2009 The Times, Letters to the Editor

Five correspondents, including David Blunkett MP who share their views on how to effect change while preserving front-line services. The answer innovative management.

Nursing

Nothing to report

Older People

Nothing to report

Parliament

Parliament is in recess until 12.10.09.

Social Care

72. Campaign seeks new social workers

1 September 2009 BBC

A TV campaign is being launched to try to recruit more than 5,000 social workers, amid fears the Baby Peter case has turned people off the profession.

To see the campaign go to

<http://news.bbc.co.uk/1/hi/uk/8230865.stm>

73. Changes follow disabled boy death

1 September 2009 BBC

Worcestershire County Council has been criticised for 'not being assertive enough' with Ms Wardle after she was found dead near her home. Her disabled son James was found dead at home in a suitcase days later.

The county council said it had taken the criticism on board and had put measures in place to help avoid anything similar happening in the future after it's failing to follow up Ms Wardle's claims.

Eddie Clarke, chairman of Worcestershire's safeguarding adults committee, said the council had introduced disciplinary procedures and revised training and guidance for staff.

74. Change needed in social housing

3 September 2009 BBC

The collapse in the property market has led to a significant reduction in the Executive's income from house and land sales. A new report on social housing says the NI Executive can no longer rely on selling off its existing housing stock and land in order to buy new property.

The Northern Ireland Housing Council says home-

lessness will continue to rise unless urgent action is taken.

It is estimated that 3,000 new social housing units are required every year.

75. Child protection work 'excessive'

3 September 2009 BBC

In East Sussex, referrals to child protection teams have risen by a third since November and social workers are dealing with excessive loads.

Matt Dunkley, Head of children's services for the county, said staff were having to do more work and work harder.

An unannounced Ofsted inspection in July led to calls for urgent action to tackle a shortage of social workers in the county.

Workforce

76. Redundancy pay to increase

The weekly maximum pay which can be taken into account when calculating statutory redundancy pay will increase on 01.10.09.

Employees who have at least two years continuous service qualify for redundancy pay. The entitlement is as follows:

- For each complete year of service until the age of 21 - half a week's pay;
- For each complete year of service between the ages of 22 and 40 inclusive - one week's pay;
- For each complete year of service over the age of 41 - one and a half week's pay.

A week's pay is that to which the employee is entitled

under his/her terms of contract as at the date the employer gives notice to the employee.

The maximum statutory limit for a week's since 01.02.09 has been £350; from 01.10.09 it will increase to £380.

The maximum service which can be taken into account in calculating redundancy is 20 years.

77. Tighter rules on staff checks

September 2009 Caring Business

A look at the forthcoming changes to staff vetting and checking in October when the Safeguarding Vulnerable Groups Act will be felt across the sector with the new Vetting and Barring Scheme becoming operational.

ARTICLE

Now is the time to set boundaries

Dear Sir,

It is a pity that David Cameron, by promising to inflation proof the NHS should his party win the 2010 election, has, in effect, shut down the options about the future of the NHS. Elected Government has a time horizon of no more than five years and inevitably, the time line for debate and decision about the NHS will take longer than that – hence the reluctance of any Government to do more than tinker around the edges. This is why from the very first 1953 inquiry into the cost of the NHS (Guillebaud), to the 1999 Royal Commission on the costs of long term care and the 2002/7 Wanless report on the future costs of the NHS amongst others, have been noted – and any radical changes proposed quietly sidelined.

The NHS is now costing the tax payer over £100 billion per year. A year's modest 5% increase would take a further £200 million out of the GDP. I do not believe that our fractured economy can afford anything like this if we are also to make any attempt to make good funding inadequacies, say, of education and defence.

Over the last ten years, the NHS has received massive funding increases, mainly well used and advancing clinical improvements that, although welcome, fuel further demands. New structures for Foundation Trusts have been set up with considerable on-going costs. Their functions overlap the role of the Boards

of Directors and those of Strategic Health Authorities not least in consulting the public about the future services in their local patch. All this draws on the same pot.

The basic tenet of the NHS – services of equal quality to those with equal need, free at the point of delivery – looks increasingly threadbare as the NHS attempts to cost shunt to local authorities and individuals the costs of long term care, levies co-payment for dentistry, introduces a top up facility for some drugs for those who can afford to pay and, in England, hikes up prescription charges.

All this demands that a party political truce is declared, that the accumulated evidence and new thinking is used by a cross party group to arrive at a forward policy setting out agreed care boundaries for the NHS, the minimum effective structures for their implementation financed by a cash limited hypothecated tax. A standstill budget for the NHS, 2011 – 2012, would energise the discussion.

Yours sincerely,

C P Vellenoweth
(NHS management 1957 –2009).

Editor

Keith M Lewin



0870 766 9285



0871 288 4089



keith.lewin@brunswicks.eu

Ass. Publications Manager

Emily Henshaw



0870 766 8400



0871 288 4089



Emily.henshaw@brunswicks.eu

Switchboard

0870 7668400

**Crisis Intervention Line
Available 24 hours, 365 days**

07855 855 588

Podcasts

<http://www.brunswicks.libsyn.com>

Brunswicks LLP is a limited liability partnership registered in England & Wales.
Registered Office Suite 3, 56 Hamilton Square, Birkenhead CH41 5AS. Registered Number OC311095.
Members: Andrew W Dawson; Keith M Lewin. Regulated by the Solicitors Regulation Authority.

Warnings

Brunswicks' Healthcare Review contains news summaries from a variety of third party providers. It is not a comprehensive guide from all potential sources. Whilst we try to ensure that the content of Brunswicks' Healthcare Review are correct, we do not check third party sources and we cannot guarantee total accuracy. You must not treat anything in this publication as constituting legal advice.

We cannot guarantee all hypertext links will always be in working order.

This newsletter is intended for health and social care businesses based and carried on in England and/or Wales.

Brunswicks LLP accepts no liability whatsoever for any act done or not done in reliance upon anything read in this publication. Liability is excluded to the fullest extent permitted. Regulated by the Solicitors Regulation Authority.

Data Protection Act

Brunswicks LLP will process (gather, use, store etc.) your personal information in our email database in accordance with the Data Protection Act 1998. The information may be disclosed to other Brunswicks' associated businesses to, for example, update you on new products or provide updates and briefings which we think might be of relevance to you. The information will not be disclosed to any other organisation, unless we have an obligation to do so.

If you want your details removed from our database please click [here](#) and type "Remove".

Subscription

If you no longer wish to receive this publication please click [here](#) and type "Stop".