

Brunswicks' Healthcare Review

Volume 5 Issue 02
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refreshingly modern, reassuringly traditional

This week's article— Are we playing or serious about the care of ...

Gary Fitzgerald, CEO of Action on Elder Abuse, who has written a number of articles previously for BHCR reflects upon some of the events of the last few weeks and juxtaposes them with the new Dignity Day launched next month.

Mr Fitzgerald wonders why the need for the day and why different from World Elder Abuse Awareness Day – 15.06.2010.

To read the article now, click here

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Parliamentary Business

11.01.2010 – HoC - **Second Delegated Legislation Committee**; Draft General and Specialist Medical Practice (Education, Training and Qualifications) Order 2010

For the rest of Parliamentary business go to 23 in this issue of BHCR

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Editorial

The seasonal winter weather has caused unexpected chaos across the country.

Roads, event motorways have gone un-gritted.

Some of the eagle-eyed readers will recall the requests made towards the end of last year by several local authorities for NHS Trusts to contribute towards the costs of gritting the roads and pavements.

One or two caused uproar and there were debates on BBC Radio 4.

I reflected upon this when told last weekend of an older person who was taken to hospital in the North West of

England a few days earlier. Having waited almost four hours (a 'magic' waiting time limit in A&E settings) she was sent home, arm in a sling and was told "You have a broken arm, we are too busy to set it now, come back tomorrow and be prepared for a long wait". The suggestion was that with the snow and ice there had been so many accidents that A&E was overwhelmed.

She went home, suffered the pain until the next day and returned; as it turned out, she didn't have to wait too long to have her arm set. However, its pretty lousy to treat a person in their 60s in that way.

I wonder in how many hospitals that scenario has been repeated.

Is it justified?

Should we be up in arms protesting at the lack of planning?

I suspect we should.

However, as there is little in the way of protest about the very many councils which have failed to grit roads which they would normally grit, I very much doubt it.

Would one's view be different if the people being sent home to suffer were children?

You be the judge.



Abuse/Dignity

Nothing to report

Business News

1. GENERAL HEALTHCARE GROUP ACQUIRES STAKE IN PHOENIX HOSPITAL GROUP

9 Harley St and Weymouth Hospital to Join BMI Healthcare's National Network

21 December 2009

General Healthcare Group (GHG), whose primary business is the UK's largest private hospital group, BMI Healthcare, agreed to take a stake in the London-based Phoenix Hospital Group. By doing so, GHG will become responsible for Phoenix's Central London businesses – 9 Harley Street and the new Weymouth Hospital in Weymouth Street.

Phoenix's Consulting and Diagnostic Centre at 9 Harley Street has eight consulting rooms, four treatment rooms and a complete imaging suite with MRI, CT, Ultrasound and plain X-ray capabilities. Phoenix's second facility, The Weymouth Hospital has 17 beds and four operating theatres. It is currently under construction, and is set to open in the first quarter of 2010. The Weymouth will be the first purpose-built private hospital in Central London since The London Bridge Hospital opened in 1985.

General Healthcare Group CEO Adrian Fawcett said: "We are delighted to partner with Phoenix Hospital Group. The Group brings a very unique and modern approach to providing private hospital care in Central London. We look forward to working closely with Phoenix's expert specialists and staff in delivering

innovative independent healthcare services and treatments, to people seeking a most individualised patient experience, complementing the access to BMI hospitals we already have across London and the South East."

Phoenix Co-Founder and Consultant Anaesthetist Dr Aubrey Bristow said: "This exciting strategic partnership with the UK's leading healthcare provider will provide us with management skills and other support to cement our position as a bespoke healthcare provider in Central London. It will bring major advantages to our patients and consultants whilst retaining our reputation of providing the highest standards of innovative care in luxurious surroundings."

2. Bupa signs creative agency for new campaign

04 January 2010 The Business Desk

Leeds-based creative marketing agency Kanjo has been chosen by Bupa to help launch a new campaign.

The international healthcare company is opening three new care homes and Kanjo will support its customer-driven campaign that aims to radically alter the dynamics of the healthcare sector.

Louise Walsh, head of sales and marketing at Bupa said: "This is the first time we have proactively launched a comprehensive support programme around the launch of new care homes and now with Kanjo's help we have been able to find a new way of communicating with our target audience. In developing new routes to market we are now increasingly

putting our customers at the forefront and are more focused on providing advice and guidance."

3. Adactus buys 480 homes in multi-million pound deal

05 January 2010

Lancashire-based Adactus Housing Association has bought 480 homes across Sefton and Ellesmere Port, for an undisclosed sum.

Adactus, based in Leigh, has bought the homes, a mix of social housing, shared-ownership and assisted-living properties in North Sefton, South Sefton and Ellesmere Port, from London housing organisation Servite Houses.

Paul Lees, group chief executive of Adactus Housing Association, said: "The properties we have acquired no longer fitted with Servite's strategy, but their location in challenging areas of the region were perfect for our strategy of expanding our portfolio of housing in the North West."

Martin Yates, business partner at [Yorkshire Bank](#) which provided the funding, said: "This was an excellent opportunity for the bank to support a well-run local housing association.

"The acquisition enables Adactus to benefit from significant operational synergies as the portfolio aligns itself well to its existing business and assists its overall growth strategy."

4. Mears Group PLC Pre-Close Trading Update

08 January 2010 - Mears

Mears announced that it expects to report another successful trading outcome for the year ended 31.12.09 with particular focus on its robust management of working capital with strong cash conversion of operating profit.

The Group has secured 75% of its consensus forecast revenues for 2010 and the forward order book stands at £1.8 billion. Mears has previously announced new contract awards in 2009 of in excess of £550 million with a potential worth in excess of £650 million, subject to contract extensions. This will result in a record year for the Group in terms of both new contract awards and order book level. The bid pipeline continues to be strong and the Group is currently at advanced stages of negotiating further significant opportunities.

Commenting, Bob Holt, Chairman of Mears, said:

"I am delighted with the progress made across the Group during 2009, particularly with our achievements in continuing to build a successful care provision along side our social housing services.

The demand for our services has never been stronger. Our two growth markets Social Housing and Domiciliary Care, which together account for approaching 90% of Group revenues, are defensive markets where spend is largely non discretionary and afford us substantial immunity from bad debts. Moreover as a result of our quality partnership relationships with public sector customers, we have not

experienced any work delays in the areas in which we operate".

The Group will be announcing its preliminary results for the year ended 31.12.09 on 09.03.2010.

5. Care UK in talks on £275m takeover

10 January 2010—The Mail on Sunday

Report of the approach by Bridgepoint which is hoping to buyout the business from its current owners – the shares in Care UK increased by 12p taking them to £4.23 on 08.01.2010.

6. Hugh Osmond goes big game hunting

10 January 2010 The Sunday Times

Osmond, the former Pizza Express boss is said to be on the lookout to acquire a distressed venture capital business of up to £5bn. The new corporate vehicle is Horizon and it is said the health and social care sectors may be in his sights such as Seasons and Priory, both owned by Royal Bank of Scotland, which are potential targets

7. LNT Group announces sale of Taylors Business Surveyors and Valuers Ltd.

In the first of a two-stage divestment process, Leeds-based conglomerate LNT Group has sold its business valuations company, Taylors Business Surveyors and Valuers Ltd (TBS&V) – one half of business GLP Taylors - to its management team.

LNT Group Chairman Lawrence Tomlinson, decided that there was a potential conflict of interest within the group, since its re-entry into care home operation with Ideal Care Homes. The new operator is experiencing rapid growth due to a £67m funding package which will see it have over 650 beds in operation by June 2010.

Lawrence Tomlinson said of the sale: *"I am delighted that the TBS&V management team will continue to run the business as an independent valuations practice and I have no doubt the company will retain its excellent reputation within the sector. The LNT Group will continue to develop and grow its core businesses."*

TBS&V Ltd will continue to trade from its existing Rugby office during the current transition period. The LNT Group will also sell GLP (the agency arm of the GLP Taylors business) for the same reasons, within the next few months.

Care Homes

8. The Health and Social Care Act 2008 - Code of Practice for health and adult social care on the prevention and control of infections

05 January 2010 DH

See item 70 in 'MISC..'

9. Care home patients fed by tube 'to save on staffing'

06 January 2010 then Times

Inappropriate tube feeding of patients 'widespread'

06 January 2010 news.bbc.co.uk

It is said by the Royal College of Physicians that service users being categorised "nil by mouth" when it is inappropriate. It is suggested that some care homes are insisting that people be fitted with feeding tubes. It is claimed that artificial feeding is being used too frequently, often because staff shortages mean that there is not enough time for conventional feeding.

9. Care home patients fed by tube 'to save on staffing' (continued...)

Martin Green, the chief executive of English Community Care Association, said: "I'd like to know the evidence for this. I don't think it's a widespread practice. If people have examples of this, they should let regulators at the Care Quality Commission know. Tube feeding isn't an easy option for staff, because of the risk of infection. Inserting a tube would be a decision taken by a doctor, not a care home."

Ed. So would I. I have seen many people with PEG feeds over the years. It has never once been suggested to me by anyone that the PEG feed was anything other than medically dictated, ie directed by a doctor. This is not a casual insertion of a tube but requires insertion and fitting by someone medically qualified, a doctor or a suitable trained and supervised nurse practitioner. They are the people who should be called upon to respond to the Royal College and the press and media, not care home operators.

Nadra Ahmed 'appeared' on the Jeremy Vine show (BBC Radio 2) in defence of the operators.

10. Use of medication in care homes

07 January 2010 – DH

Recently published research commissioned by the DH as part of the patient safety programme identified considerable scope for improvement of prescription, dispensing, administration and monitoring of medicines in care homes. The study's authors recommend clear local leadership and improved inter-professional communication.

[For full report click here](#)

11. Extra beds sought in care homes

07 January 2010 – BBC News

Suffolk Community Healthcare is looking for private nursing homes to provide beds for patients recovering after hospital stays.

It has put-out-to-tender the provision of the beds when the in-patient unit at the Walnuttree Hospital in Sudbury closes later in the year.

[For full report click here](#)

Case Reports

Law Reports

Nothing to report

Disciplinary cases

Nothing to report

Cases in the news

12. Secret court for elderly and vulnerable to be opened up

04 January 2010 – The Times

One of Britain's most secret courts is set to be opened to the media in a move that could boost public confidence after widespread criticism of its workings. The Court of Protection, which looks after the affairs of people suffering from mental incapacity, hears most of its cases in private and has been the target of hundreds of complaints. However, Denzil Lush, the senior judge in charge of the running of the court, has told *The Times* that he would favour bringing it into line with the rest of family courts and allowing media access, subject to reporting restrictions.

13. FSA launches criminal probe into ex-iSoft bosses

07 January 2010 Health Service Journal

Ex-iSoft directors set for court

06 January 2010 – BBC News

The Financial Services Authority has started criminal proceedings against four former directors of iSoft, an IT firm involved in the NHS IT programme.

[For full report click here](#)

Children

14. Child's wait for prosthetic legs

04 January 2010 – BBC News

Edward Bright, from Ripley, Derbyshire, lost all his limbs to blood poisoning after contracting meningitis in 2007. His parents are angry that he has had to wait over a year for new prosthetic legs.

Derbyshire Primary Care Trust says recent treatment on his thighs has prevented new legs being fitted.

[For full report click here](#)

15. Child services still 'inadequate'

07 January 2010 – BBC News

Children's care services in Leeds have been branded "inadequate" by Ofsted and the Care Quality Commission for the second time in five months.

The findings were published in a new report following a detailed review carried out by the bodies in November and December. That was after an Ofsted inspection in July which said some children were "at potential risk of serious harm".

[For full report click here](#)

16. Ofsted 'becoming unwieldy' - MPs

07 January 2010 – BBC News

MPs have said that they think Ofsted, England's education watchdog, has grown enormously and risks becoming unwieldy.

The Commons schools select committee said Ofsted now oversaw early years settings, colleges, children's services and social care, as well as schools.

[For full report click here](#)

17. Ofsted accused of naivety after 'uncritical' Medway report

07 January 2010 – Community Care

The Howard League for Penal Reform has said that Ofsted is being "naïve" and "blithely uncritical" of its inspection of a secure training centre (STC) in Kent.

The prison charity's chief executive, Frances Crook, wrote a letter to Ofsted's chief inspector and outlined serious concerns over the watchdog's procedures during an unannounced inspection of Medway STC.

[For full report click here](#)

18. Sex abuse warning

07 January 2010 – The Times

Sir Roger Singleton says that vetting is no substitute for employers using common sense.

Conferences and Courses

19. Vetting and Barring Scheme Roadshows

A further series of Vetting and Barring Scheme Stakeholder Briefing Roadshows will be held in England and Wales in February and March 2010. These will be open to people who will be responsible for implementing the scheme in organisations at a regional and local level. It is anticipated that attendees will include representatives from Education, Health, Social Care, Sport, Faith and the Voluntary sectors

as well as Local Safeguarding Boards and Local Authorities.

The roadshows will combine presentations, question and answer sessions and previews of DVDs and other briefing materials. The objective is to provide a thorough briefing on different aspects of the scheme, including the implications of Sir Roger Singleton's check and more details on the launch timetable for ISA-Registration. In addition there will be two separate sessions focused on more detailed aspects of how the scheme relates to Children (Education) and Vulnerable Adults (Health/Social Care).

Dates and venues will be confirmed shortly on the ISA website as well as the details of other events with extended scheme presentations that are open to wider audiences. The online booking system will open in mid January.

20. Westminster Health Forum Keynote Seminar

The National Autism Strategy: Scope and Diagnosis

with **Elaine Hill**, Specialist Advisor for Autism, Department of Health and **Mark Lever**, Chief Executive, The National Autistic Society

19 January, Central London

[Website](#) | [Book Online](#) | [Latest Agenda](#)

Timed to coincide with the launch of the Adult Autism Strategy, this seminar will assess the prospects for the strategy – in particular whether it will improve care for all people with autistic spectrum conditions (ASCs), the challenges of implementation and what more can be done to provide a better service to patients and families.

Discussion will also focus on the National Audit Office report 'Supporting people with autism through adult-

hood' and how this will complement the aims of the government strategy.

Planned sessions will look at:

- Methods currently available to diagnose ASCs in adults and children;
- The impact on those living with an ASC and their families;
- The provision of support for children and adults with ASCs across the UK and how this differs;
- Levels of training provided to enable healthcare professionals and teachers to recognise those who may be suffering an ASC; and
- Services available to assist those with ASCs make the transition from childhood to adulthood.

Speakers

We are delighted to be able to include in this seminar keynote presentations from **Elaine Hill**, Specialists Advisor for Autism, Department of Health and **Mark Lever**, Chief Executive, The National Autistic Society.

Further senior speakers have been approached and we awaiting confirmation of diaries.

The seminar is part-chaired by, **Cheryl Gillan MP**, Shadow Secretary of State for Wales and Co-lead, Autism Private Member's Bill, whose Autism Private Members Bill highlighted the need for improvements in all services on offer for people with ASCs. As a result, the government is currently inviting feedback on 'A better future', the strategy consultation document which highlights the importance of personalised support for adults with autistic spectrum conditions (ASC) and the need for greater understanding and awareness to enable those with ASCs to live independently and free from discrimination.

20. Westminster Health Forum Keynote Seminar (continued...)

All delegates will receive free PDF copies and are invited to contribute to the content.

Booking arrangements

To book places, please use the [online booking form](#).

21. Best Practice Dementia Project 25 & 26 January 2010, Northern Ireland; 18 & 19 February 2010, Stirling

These innovative supported distance learning courses enable your facilitators to cascade their training in dementia to up to eight of your healthcare assistants in the workplace over the following six months.

During the formal course days, DSDC trains facilitators in the use of materials and how to support learners. This means that the cost of training is reduced and you benefit from your team being fully involved in putting the training into action.

And DSDC continues to support your facilitators throughout the six month programme - we are just a call or an email away.

To benefit from this unique and RCN accredited approach to work-based training in both Stirling and Belfast, please contact Shirley Law, Project Manager on 01786 467740 or email shirley.law@stir.ac.uk (Stirling); Maria McManus on 02890 737846 or email maria.mcmanus@stir.ac.uk (Belfast).

[Download flyer for Health Care Assistants programme](#)

[Download flyer for Care Home Assistants programme](#)

22. Capita's National Safeguarding Vulnerable Adults Conference 26 January 2010 – Radisson SAS Portman Hotel, London

Please note that we still have places available on this timely, informative and practical event, which is CPD Certified and includes contributions from the **Department of Health, Suffolk County Council, Mencap and Action on Elder Abuse**. If you have not yet booked places on this event and would like to, please e-mail dave.eastman@capita.co.uk

This conference is an excellent learning and networking opportunity, especially for those involved with the safeguarding of vulnerable adults,

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 dave.eastman@capita.co.uk and he will send the brochure as an attachment.

Chaired by: Dr Mervyn Eastman, President, Practitioner Alliance Against Abuse of Vulnerable Adults and Executive Director, Change AGENTS Network UK

Our expert speakers include:

- **Lucy Bonnerjea**, Policy Lead, No Secrets, Department of Health
- **Bill Nicol**, Head of Adult Safeguarding Services, Suffolk Safeguarding Adults Board
- **Kate Firth**, Assistant Director – Patient Experience and Improvement, Mid Yorkshire Hospital NHS Trust
- **DC Maria Gray**, Community Safety Unit Service Delivery Team, Metropolitan Police

- **Beverly Maybury**, Head of Modernisation, Oldham Council
- **David Congdon**, Head of Campaigns, Mencap
- **Charlotte Morse**, Director, Liberation Partnership
- **Paul Gantley**, Implementation Manager, Mental Capacity Act, Department of Health
- **Gary FitzGerald**, Chief Executive, Action on Elder Abuse

Full conference details, benefits of attending and an agenda for the day can be found on the conference brochure. If you have any problems downloading it, please let me know and I will be happy to send it as an attachment.

Places can be booked on this event either by filling out and returning the booking form on the final page of the conference [brochure](#) by fax to 0870 165 8989, 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](#)

23. The Cancer Reform Strategy - assessing the impact so far and next steps 26 January 2010, Central London [Our Website](#) | [Book Online](#) | [Latest Agenda](#)

Seminar

This seminar will examine how effective the England's Cancer Reform Strategy has been at improving the early detection of cancer, the delivery of cancer services, patient experience and outcomes. It is timed to coincide with the second annual report from government on the strategy.

23. The Cancer Reform Strategy - assessing the impact so far and next steps (continued...)

Discussion will also focus on Cancer Research England's National Awareness and Early Diagnosis Initiative (NAEDI), led by the National Cancer Director, which aims to promote the earlier diagnosis of cancer, increase cancer symptom awareness and develop greater understanding of the signs to look out for.

I have attached a draft agenda below my signature for your information. An updated online agenda can be viewed [here](#).

Booking arrangements

To book places, please use our [online booking form](#). Options and charges are as follows:

- Places at *The Cancer Reform Strategy - assessing the impact so far and next steps* (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 (£92.00). 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 question and comment 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](#).

24. End of Life Care course with Oxford Brookes University

Oxford Brookes University are running a single-module short course on End of Life Care in February and March 2010 that is particularly relevant to staff working in nursing homes. Follow the link to download the details and application information. Fees are fully covered for staff working in Oxon, Berks and Bucks.

For full report go to http://www.mkbcare.org.uk/current_training.asp

25. EAC Housing for Older People Awards The Awards event will take place on 4 February 2010 at Lords

Tickets cost £59 each and is sponsored by: Nationwide Building Society, Department of Health, McCarthy & Stone, The Outside Clinic, Mainstay Group, Dhu Rural, EROSH, Dept of Communities & Local Government, Legal & General, Wates Living Space, Retirement Villages, Keepmoat and Gentoo Living.

The assessment process is complete with a total of over 30 finalists in 11 categories. The category and level award will not be revealed until the awards ceremony.

Any bookings or queries, please contact michael@workhouse-ltd.co.uk or helen@metropolisevents.co.uk or Tel: Helen on 07958 603787 or 01274 484 377.

Website: housingawards@eac.org.uk

26. THE LATER LIFE CONFERENCE 2010 28th January 2010—The Barbican Centre, London This event is CPD Certified

With the recent announcement of the new [Personal Care at Home Bill in the Queen's speech](#), which is designed to guarantee free personal care for 280,000 people across the UK, the time to discuss the implementations of this new legislation is now. This event will provide you with the key information on how to make the right decisions in order to reach these targets.

From local authorities to central government, everyone must take responsibility for elderly care. Join senior level decision-makers and frontline staff to discuss the issues and create new networks, and formulate solutions to the following:

- How can research and development improve the lives of our ageing population?
- How can we ensure we have a National Care Service that offers prevention, national assessment, joined-up services, information and advice, personalised care, support and fair funding?
- How can we bridge the gap between academic research, policy-makers and implementation of policy?
- How will NHS cuts affect future care service reform?

Join us at The Later Life Conference to meet experts and colleagues to discover how to deliver best practice, performance and productivity in the workplace

All speaker sessions will be followed by question and answers from the audience, giving you a fantastic opportunity to interact with leading professionals involved in this area.

26. [THE LATER LIFE CONFERENCE 2010](#) (continued...)

Once registered for this event, you will be invited to become involved with our [online debate](#), acting as an open forum to discuss issues that currently affect you. You will also be asked to post questions based around topics you would like to be heard in the lively and informative panel debate, titled 'The Future of Care'. The best questions will be put forward, giving you a fantastic opportunity to raise issues with key policy-makers and leading experts in this field.

Speakers on the day will include:

Sandra Gidley MP, Shadow Health Minister for the Liberal Democrats and Member of the Health Select Committee

'What is the best way to deal with the growing issue of providing health and social care for our ageing population?'

Councillor David Rogers OBE, Chair, Community Well-being Board, Local Government Association
'Calling for a reform of the care system for older people, where shared services are more integrated and individuals are supported within the community with the services they need'

Sally Warren, Head of Social Care Strategy, Department of Health
'The implementation of a National Care Service'

Dr Nick Gaunt, Specialist Associate, NHS Institute for Innovation and Improvement
'How innovation and research can improve the quality of life for our ageing population'

Participants in the panel debate will include:

Karen Taylor, Director, National Audit Office

Professor Margaret Holloway, Social Care Lead to the End of Life Care Programme

Andrew Harrop, Head of Policy, Age Concern and Help the Aged

Further details of this event can be found [HERE](#)

If you have any queries please do not hesitate to contact [Matthew Warrilow](#) or telephone +44 (0)161 832 7387

27. Capita's 5th National Sheltered Housing Conference
In Partnership with Communities and Local Government
Friday 29 January 2010– Copthorne Tara Hotel, London

Supported by EROSH

Please note we still have places available on this timely, practical and informative event, which is supported by EROSH and is taking place at the Copthorne Tara Hotel. For the conference **brochure** and booking form please [click here](#). **Booking reference code is TSDE**. If you have any problems downloading the brochure, please let me know and I will send it as an attachment.

Chaired by: **Imogen Parry**, Director of Policy, EROSH

27. Capita's 5th National Sheltered Housing Conference

Our expert speakers include:

- Lord McKenzie of Luton, Chairman, The Ministerial Working Group on Sheltered Housing
- **Domini Gunn-Peim**, Lead Housing Inspector, **Audit Commission**
- Heather Lockwood, Supporting People Advisor, Tenant Services Authority
- **Sarah Davis**, Senior Policy and Practice Officer, **Chartered Institute of Housing**
- Amy Swan, Policy Advisor, National Housing Federation
- Mel Haynes, Code of Practice Coordinator, Centre for Housing Support
- **Deborah Stuart**, Assistant Director, Housing and Support, **Aragon/Macintyre Housing**
- **Martin Cheeseman**, Director Housing and Community Care, **London Borough of Brent**
- **Sue Terry**, London and South East Regional Lead, Housing Learning and Improvement Network, **Department of Health**

This 2010 conference, in partnership with Communities and Local Government, will launch three of the proposals that have come out of the Ministerial Working Group on Sheltered Housing. This is a unique opportunity for delegates to hear these proposals and learn how Sheltered Housing policy and practice needs to respond to the challenges that lie ahead. Full details can be found on the conference brochure, along with booking details.

27. Capita's 5th National Sheltered Housing Conference (continued...)

Booking Instructions

Spaces can be booked on this event either by filling in and faxing the booking form on the final page of the brochure (For agenda and booking form please [click here](#)) to 0870 165 8989, or by e-mailing me directly with the delegate details. Alternatively you can **book online** by [clicking here](#) and using **booking ref code: TSDE**. If you have any questions or difficulties please call **Dave Eastman on 0207 202 0597** or email me at dave.eastman@capita.co.uk

Please read [Terms and Conditions](#)

THE BOOKING REFERENCE CODE IS TSDE. YOU MUST QUOTE THIS WHEN BOOKING.

28. Coming of Age: Dementia in the 21st Century

01 February 2010 Dementia Centre, Sterling University

Register your interest in this London conference to get a 10% discount

Register by 1 February 2010 for a 10% discount on the delegate fee.

[Register your interest](#). Conference registration will be available from early 2010.

29. Dignity is More Than Just a Word

Perceptive Professionals Embedding Dignity and Respect in a Care Environment

[Wednesday 3 February 2010](#) Cardiff

30. Apprenticeship events

02 & 04 February 2010 (Manchester and Lancaster) Skills for Care newsletter

Skills for Care are running two free, half-day regional

events aimed at employers in the region. The events are an opportunity to find out more about the advantages of employing an apprentice in your organisation. Employers will find out about the National Apprenticeship Service, including the business case for apprenticeships, the vacancy matching service and funding.

31. Lancashire provider development day

10 February 2009 Skills for Care newsletter

We are now taking bookings for a development day for in Lancashire. The day will focus on personalised services, including an example of how a Lancashire provider has used the [self care training manual](#). Book your place now to avoid missing out.

32. Dignified Care Despite Difficult Colleagues

[Monday 15 February 2010](#), Cowbridge, Vale of Glamorgan

33. Delirium and Dementia in the General Hospital, Edinburgh Royal Infirmary

19 February 2010 - The Dementia Services Development Centre, Stirling University

Edinburgh Royal Infirmary, Lecture Theatre A

This morning course will focus on providing information and guidance to staff in acute care settings on delirium and dementia. It is an integral part of the education and awareness raising response to the guidance from the Government about people with dementia in acute hospitals. It will be particularly appropriate for doctors, allied health professionals, nursing staff and bed managers.

The event will start with coffee/tea and registration at 9am in Lecture Theatre A, Edinburgh Royal Infirmary, include a lunch and conclude at 2pm. It will be led by

Professor June Andrews, Director, Dementia Services Development Centre, University of Stirling and include key contributions from:

Alex McMahan, Deputy Director of Strategic Planning, NHS Lothian

Alistair MacLulich, Professor of Geriatric Medicine, Edinburgh Royal Infirmary

Colin MacDonald, Dementia Nurse Consultant for Lothian

The delegate fee for this event is £95*. To register on-line for this unique conference, [visit the online shop](#) or follow the Education and Training links to Events Calendar for February from our website www.dementia.stir.ac.uk. If you need assistance, please email Mike Simm on mike.simm@stir.ac.uk or call him on 01786 467 744.

34. Capita's 5th National Welfare Reform Conference

24 February 2010, Central London

For the brochure and booking form please [click here](#) or email dave.eastman@capita.co.uk and he will email you the brochure as an attachment.

Chair: Amanda McIntyre, Director, Employment Related Services Association

Capita's 5th National Welfare Reform Conference brings together the three main political parties to present their strategies for welfare reform ahead of next year's election. Our timely conference examines:

34. Capita's 5th National Welfare Reform Conference (continued...)

Current Government programmes aimed at **reducing barriers to work**

Best practice case studies from across the country focussing on the importance of partnership working and the role of the Third and Private Sectors in combating worklessness

Support available for young people through the Future Jobs Fund

Don't miss your opportunity to question the policy makers themselves and receive expert advice and guidance from those people implementing welfare reform strategies on the frontline.

Expert Speakers include:

Helen Goodman MP, Parliamentary Under Secretary, Department for Work and Pensions

Lord David Freud, Conservative Shadow Minister for Welfare Reform

Steve Webb MP, Liberal Democrat Shadow Minister for Work and Pensions

Alan Cave, Delivery Director, Work, Welfare and Equality Group, **Department for Work and Pensions**

Tim Matthews, Chief Executive, **Remploy**

Senior Representative, Tesco Plc

Kim Chaplain, Programme Director, East London City Strategy Pathfinder

Councillor Stephen Houghton, Lead, Barnsley MBC

Don Hayes, Chief Executive, **Enable**

Benefits of attending

- Gain an insight into future Welfare Reform strategies as all three main political parties share one platform

- Learn how best to maximise the potential of partnership working with Private Sector organisations
- Identify strategies for **strengthening existing welfare-to-work programmes** in response to rising levels of unemployment
- Benefit from hearing a best practice example of effective partnership working in the provision of welfare services
- Explore ways in which Third Sector providers can help meet the challenges presented by a more personalised Welfare system
- Learn how to engage those furthest from the job market and ensure adequate provision of services
- Examine the impact of the Future Jobs Fund on youth worklessness and its potential to provide genuine opportunities for sustainable employment

35. Westminster Health Forum Keynote Seminar Health Inequalities

With

Professor Sir Michael Marmot

Lead on the Health Inequalities Post 2010 in England review; and

Director, International Institute for Society and Health, University College London

23 February 2010 – Central London

[Website](#) | [Book Online](#)

Timed to coincide with the conclusion of Professor Sir Michael Marmot's review into health inequalities in England - and including a keynote address from Professor Marmot - this seminar will examine the principal conclusions of his report and implications for the future.

The Review follows the publication of the *Commission on Social Determinants of Health* report, which

Professor Marmot chaired for the World Health Organisation which resulted in a call to national governments to develop an evidence based strategy and implementation guide for reducing health inequalities from 2010.

Focusing on the health inequalities challenge facing England, Professor Marmot's Review has four main tasks:

- Identify the most relevant evidence;
- Show how it could be translated into practice;
- Advise on possible objectives and measures; and
- Produce a report that will contribute to the development of a post-2010 health inequalities strategy.

This seminar will to discuss key emerging themes including:

- Progress made since the 2003 report *Tackling Health Inequalities: a Programme for Action*, findings of the current Review and a response to its findings;
- The potential of the Review for reducing inequalities and improving both patient care and outcomes;
- Options for implementation, including the role of different agencies and integration with existing National Service Frameworks and other Government strategies; and
- Next steps in reducing regional health inequalities and tackling variations in survival rates.

The meeting will bring key policy makers from government and Parliament together with stakeholders. It is organised on the basis of strict impartiality by the Westminster Health Forum.

35. Westminster Health Forum Keynote Seminar

Health Inequalities (continued...)

Speakers and Delegates

We are delighted that **Professor Sir Michael Marmot**, Lead on the Health Inequalities Post 2010 in England review; and Director, International Institute for Society and Health, University College London, will be delivering a keynote presentation at this seminar.

Further senior representatives have been approached and we are awaiting confirmation of diaries.

We expect attendees and speakers to be a senior and informed group numbering around 140, including Members of both Houses of Parliament, senior government officials involved in this area of public policy, healthcare, pharmaceutical representatives, charities, community support groups, other interest groups, academia and other related industries, together with representatives of the trade and national press.

Booking arrangements

To book places, please use our [online booking form](#)

36. Plus a Half-Day Briefing Delivering Personalised Welfare Services

25 February 2010 – Central London

Capita's Half-Day Briefing focuses on support available for key groups, including lone parents and those suffering from mental health issues and physical disability.

Key presentations give you an insight into how providers can ensure their services meet the complex needs of these groups and examine how the new simplified benefit system will impact those in greatest need of support.

Chair: Professor Bob Grove, Director, Employment Programme, Sainsbury Centre for Mental Health

Expert speakers include:

Stuart Wright, Step Closer 2 Work, Jobcentre Plus
Emma Mamo, Senior Policy and Campaigns Officer,
Mind

Fiona Weir, Chief Executive, One Parent Families/
Gingerbread

Benefits of attending:

Determine best practice in overcoming **obstacles faced by disabled people** in finding and retaining employment

Take away practical solutions for ensuring **sustainable employment** outcomes for **clients with mental health issues**

Share experiences and best practice examples of delivering welfare services and support to lone parents

Participate in facilitated discussions with expert speakers focussing on the **impact of welfare reforms on the long-term unemployed**

Spaces can be booked on these events either by filling in and faxing the booking form on the final page of the brochure (For agenda and booking form please [click here](#)) to 0870 165 8989, or by e-mailing me directly with the delegate details.

Alternatively you can **book online** by [clicking here](#) and use **booking ref code: TSDE**. If you have any questions or difficulties please call **Dave Eastman on 0207 202 0597** or email me at dave.eastman@capita.co.uk. If you are unable to attend but would like to receive the official documentation (including all detailed speaker notes and presentations) please contact me for further information.

Please read [Terms and Conditions](#)

THE BOOKING REFERENCE CODE IS TSDE. YOU MUST QUOTE THIS WHEN BOOKING.

37. Skills for Care Annual Conference 2010 25 February 2010 - Hilton Birmingham Metropole

Recruiting and retaining quality staff is one of the key challenges for any employer. Every organisation in our sector needs a skilled and flexible workforce capable of meeting the significant changes to service delivery in the future.

This conference will use a mix of expert speakers, interactive workshops and fringe sessions to explore the best ways to recruit more people to adult social care and retain them for the future.
[Skills for Care Annual Conference 2010](#)

38. Westminster Health Forum Keynote Seminar

Telehealth, telecare and new technologies in UK healthcare

25 February 2010 – Central London

with Margaret Parton, Chief Executive Officer, NHS Technology Adoption Centre

This seminar will examine the potential for telecommunications and other technologies to improve services and save resources in UK healthcare – and assess challenges for implementation and adoption.

38. Westminster Health Forum Keynote Seminar

Telehealth, telecare and new technologies in UK healthcare (continued...)

Telecare is one of the new technological approaches which seems to promise much for healthcare. According to recent research published, for every pound spent on telecare five pounds could be saved on hospital and residential care. But concerns remain about downsides, including the effects of added isolation to patients, issues of personal privacy and the impact on jobs and resources in the NHS.

With pilot projects underway and due to report in the new year, this seminar will bring together policy makers, healthcare professionals and technology suppliers to assess the way forward for telehealth and telemedicine.

Discussion will also focus more widely on the challenges of implementation and adoption of new technologies in healthcare - faced by the NHS, private healthcare providers, their staff, service users and the businesses seeking to have their technology solutions taken up.

Planned sessions will examine:

- Latest data on telehealth and telecare in the UK and globally: its scale, the range of available and emerging services;
- The potential upsides: latest assessments of the financial and service benefits of new communications and other technologies in healthcare;
- Challenges for adoption in the UK: the technology vetting system, and the scale and nature of the telehealth and telecare market in the UK;

- Relationships with service users: personal budgets, latest thinking on effects on users of isolation, issues of privacy and dignity, and user training; and
- Impact on existing health services: challenges of implementation and integration, additional resource and training requirements and the effect on NHS and other health workers.

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.

Please pay in advance by credit card on 01276 489144. If advance credit card payment is not possible, please let me know and we may be able make other arrangements.

39. Action on Elder Abuse National Conference

Setting the Agenda - Adult Safeguarding Conference

23 March 2010—Warwick University

The largest annual safeguarding conference run by Action on Elder Abuse.

With a general election looming, the continued role out of the transformation agenda, the completion of CQC's thematic inspections into safeguarding, the freeze of the next steps registration and many more issues, attendance should be essential for all working or interested in this rapidly changing agenda!

Confirmed speakers include Dot Gibson, General Secretary of The National Pensioners Convention, In Control, Martin Green, Chief Executive ECCA, Michael Keegan GMC, David Congdon Mencap and Margaret Haywood.

Confirmed workshops include:

- NMC's new guidance on raising concerns
- Evaluation of legal instruments such as LPA, Court of Protection in protecting adults at risk.
- An examination of where safeguarding interventions lie in tackling the cycle of domestic violence.
- A consideration of how personalisation can engage with regulated care.
- The role of advocacy in promoting safeguarding within the transformation agenda
- Achieving a joined up criminal justice approach to safeguarding and many many more!

This conference poses the question, how in an increasingly shifting environment do we continue to focus on achieving a society where there is a zero tolerance of adult abuse and where it is identified it is addressed.

Action on Elder Abuse
P.O Box 60001
London
SW16 9BY
Tel: 020 8835 9280
Fax: 020 8696 9328

40. Westminster Health Forum Keynote Seminar

Leadership and management in the NHS

23 March 2010 – Central London

with

Steve Barnett, Chief Executive, NHS Confederation
and

Professor Paul Corrigan, Management Consultant,
and former adviser to the Prime Minister

and

Christine Bamford, Director of Leadership Development,
National Leadership and Innovation Agency for
Healthcare

[Website](#) | [Book Online](#)

With NHS Finance at the centre of health discussion and looking forward to the impending election, this seminar will assess to what extent improved leadership, management and use of services can help the NHS to become more efficient and cost effective.

The meeting will bring key policy makers from Government and Parliament together with those working in the NHS, citizen and patient groups, academics and commentators, businesses involved in the provision of health care in the UK and other interested parties. It is organised on the basis of strict impartiality by the Westminster Health Forum.

Sessions will examine:

The role of effective management in controlling NHS finance and improving service delivery;
What the NHS can learn from business in terms of promoting effective leadership and management;
What more can be done to maximise productivity and manage implementation of efficiency savings;
The role of the private sector in providing support to the NHS to ensure it can remain free at the point of

use; and

What will be the main challenges for the NHS going forward, and what can be done to overcome these challenges?

This seminar is organised impartially and independently by the Westminster Health Forum.

Speakers

Keynote speakers confirmed include:

Steve Barnett, Chief Executive, NHS Confederation;
Professor Paul Corrigan, Management Consultant,
and former adviser to the Prime Minister; and

Christine Bamford, Director of Leadership Development,
National Leadership and Innovation Agency for
Healthcare.

Dr Robert McEwan, Director of Operations, County Durham and Darlington NHS Foundation Trust; **Professor John Oakland**, Executive Chairman Oakland Consulting have also kindly agreed to speak; and **Emma Shipley**, Associate Director for Learning and Organisational Development, County Durham and Darlington NHS Foundation Trust.

Further senior speakers have been approached and we are awaiting confirmation of diaries.

Booking arrangements

To book places, please use our [online booking form](#).

41. THE 2010 Annual Children's Nurseries Conference

25 March 2010 – Central London

As the UK economy starts to recover following recession, the impact on the demand for

childcare services and nursery sector performance will become clear, and nursery businesses will be looking to push forward their strategies in a more benign economic and financial climate. Challenges of the recession will have left their mark which may take time to heal, but new opportunities have emerged in the current climate for strong performers and ambitious investors to develop and expand their nursery businesses, and strengthen their service propositions.

This conference will examine and address all the key business issues that providers, large and small, will face in the current economic and political climate. Speakers include those managing nursery and childcare businesses in the private and voluntary sector, property, banking and nursery sectors, market experts, and those responsible for developing and implementing public childcare policy.

[Download the brochure](#) or [book online](#) or for further information contact Irene LoCoco on 020 7923 5390 or email irene@laignbuisson.co.uk

42. LCA Conference & Exhibition 2010

22 April 2010 – Dunkenhalgh Hotel & Spa, Accrington

"Personalisation, Partnership and Quality - The independent Sector: Taking a Lead"

Watch this space for further details and updates on speakers and topics.

43. World Elder Abuse Awareness Day

15 June 2010

Contact Andrea Carnegie for further details on WEAAD
Tel: 0208 835 9280

Email: andreacarnegie@elderabuse.org.uk

44. 18th International Congress on Palliative Care

5-8 October 2010 at the Palais des Congrès in Montréal, Canada.

Presented by the Palliative Care Division of the Departments of Medicine and Oncology of McGill University, this biennial Congress has grown to become one of the premier international events in palliative care. Healthcare professionals, therapists, volunteers and all those involved in palliative care come to renew themselves as providers of care and to obtain the inspiration that will help them shape the palliative care of the future.

This year's Congress will offer four Concurrent Seminars (October 5), a two-day Pediatric Seminar (October 5-6), as well as plenary sessions, workshops, research forums, and poster sessions on subsequent days of the Congress. The Congress is trilingual, with interpretation offered in all three languages (English, French and Spanish) for plenaries and selected workshops and seminars. Full details will be available in the Detailed Programme (coming in May 2010) and on the Congress website (www.pal2010.com).

The pre-early bird registration deadline is 26 March 2010.

CALL FOR ABSTRACTS – DEADLINES
for Oral presentations: January 31, 2010
for Poster presentations: May 31, 2010

The deadline for submitting abstracts for presentation as workshops, proffered papers or research papers is **31 January 2010**. Abstracts on all aspects of end-of-life and palliative care are welcome. A full list of subject categories as well as submission instructions and descriptions of each type of presentation

can be found on the Congress website (www.pal2010.com). Poster abstracts may be submitted until May 31, 2010.

For more information, to register or to submit an abstract, please visit www.pal2010.com or call +1 450-292-3456 ext. 227.

If you are on our mailing list, you will receive the Detailed Programme in the spring. If you would like to be added to the mailing list, please e-mail us your postal address.

We look forward to welcoming you in Montreal!

April O'Donoghue
Congress Coordinator
18th International Congress on Palliative Care
2010 Congress Secretariat
c/o O'Donoghue & Associates Event Management
75 chemin Mountain
Mansonville, Québec, Canada J0E 1X0

Tel: +1 450-292-3456, ext. 228
Fax: +1 450-292-3453
E-mail: info@pal2010.com
Web : www.pal2010.com

Consultations

To follow next week

Care Quality Commission, CSSIW & Scottish Care Commission

45. CQC Quality Ratings Review Update

Ed. A letter has been sent by CQC to a number of care providers, both clients of Brunswicks and others, setting out the changes which CQC has made to the process for the review of quality ratings of a care service. We think that not enough has been done by CQC to prevent challenges to its 'ratings' by way of judicial review.

Quality Ratings Review Service
CQC National Correspondence
PO Box 1258
Newcastle upon Tyne
NE99 5AU

Phone: 0300 061 61 61
Email: reviews@cqc.org.uk

www.cqc.org.uk

5 January 2010

Care Standards Act 2000
Health and Social Care Act 2008

Re: Quality Ratings Review Service update

Dear Provider

We would like to give you an update regarding our Quality Ratings Review Service (QRRS).

45. CQC Quality Ratings Review Update (continued...)

Ed. A letter has been sent by CQC to a number of care providers, both clients of Brunswicks and others, setting out the changes which CQC has made to the process for the review of quality ratings of a care service. We think that not enough has been done by CQC to prevent challenges to its 'ratings' by way of judicial review.

Quality Ratings Review Service
CQC National Correspondence
PO Box 1258
Newcastle upon Tyne
NE99 5AU

Phone: 0300 061 61 61
Email: reviews@cqc.org.uk

www.cqc.org.uk

5 January 2010

**Care Standards Act 2000
Health and Social Care Act 2008**

Re: Quality Ratings Review Service update

Dear Provider

We would like to give you an update regarding our Quality Ratings Review Service (QRRS).

We have reviewed and added further detail to clarify our procedures in the Guidance for providers: How to request a review of your quality rating. These can be located on CQC website - http://www.cqc.org.uk/_db/_documents/Updated_provider_guidance.Dec_09.FINAL.doc

This will assist providers to complete the request for review form and become more aware of the criterion which need to be met before a request can be accepted.

We have further clarified the reasons why we will not accept a request for review, which include the following –

- action before the Care Standards Tribunal
- criminal investigation
- judicial deliberation
- a statutory requirement notice has been served following the inspection
- a notice of proposal to cancel registration has been served
- adult safeguarding enquiries
- a voluntary cancellation application has been received

We have received 315 requests for review since April 2008. Due to this high number of requests for review, and the delays which have resulted, we have looked at ways to improve our service by streamlining what we do.

As a result we only intend to consider the outcome groups that have the potential to change the overall quality rating. And the review will conclude at the point when outcomes judged have resulted in either the overall quality rating of the service having changed, or no longer having the potential to change. We use the quality ratings judgment tool to see which outcomes have the potential to change the overall quality rating, and you can access this on CQC website:

http://www.cqc.org.uk/_db/_documents/20080506_quality_ratings_judgement_tool_107-08.xls

For further information we have included our responses to questions asked about the improvements to the service, which are appended to this letter.

Should you have any queries or require any further information then please e mail reviews@cqc.org.uk.

Yours sincerely

Quality Ratings Review Service Team
Operations Directorate
Care Quality Commission

Ed. Many thanks to all those who took the trouble to bring the letter to my attention. I remain unconvinced that the CQC changes are sufficient to place the process beyond judicial review.

46. Royal College of Physicians: Oral feeding difficulties and dilemmas 07 January 2010 – SCC

The Royal College of Physicians has published a new report together with the British Society of Gastroenterology called "Oral feeding difficulties and dilemmas: A guide to practical care, particularly towards the end of life".

It was prepared in response to continuing unease about the lack of consensus, including among doctors, about when artificial nutrition and hydration is appropriate.

[For full report click here](#)

47. Annual Returns now available 07 January 2010 – SCC

The Scottish Care Commission now has electronic annual returns available for completion. This form must be submitted by Monday 15 February 2010.

[For full report click here](#)

Dementia

48. Gerry Robinson exposes the shortcomings of care home management and inspection

18 December 2010 - Association of Care Managers

The two Gerry Robinson programmes (BBC2) not only showed how poorly some care homes are managed, but also demonstrated that the CQC (Care Quality Commission) are no better at inspecting care homes than they are at inspecting hospitals.

The programmes investigated two particularly poor care homes, both of which had recently been rated as “adequate” by the CQC. It appeared that everyone BUT the regulators (CQC) knew that they weren’t working.

One can’t help feeling sorry for the two managers who were completely unsuited to the tasks they were set, but not half as sorry as we must feel for the residents and relatives who were duped by the CQC into thinking that these homes provided anything like “adequate” care.

The residents knew the homes were bad – their words were “negative, destroying, and stagnant”. The staff knew that neglect and abuse were going on. Even the group managers and owners knew the homes were pretty bad, although one remained in blissful ignorance until Gerry took her on a 2 a.m. spot check to find that the night staff were curled up asleep in the staff room oblivious to the needs of the residents. But the inspectors deemed that the home was “adequate”. (The CQC charges residents about £2 a week each for producing such dangerously inaccurate reports.)

The one chink of light was to be found in a wonderful home called Merevale House and the imagination and commitment of the owner/manager, Ann Fretwell, who showed that a care home can be a real home, and that people who have dementia can live full lives and be part of a community.

Managing a care home is a difficult and important job: long hours, huge responsibility, and not much money. To do it well, you have to be determined, dedicated and resilient. If you are improving a poor home, you will not tolerate the owners’ reluctance to spend money on employing and supporting sufficient staff. You will put the residents above everything and everyone else including the paperwork that the inspectors think is the most important aspect of running a home (because, it seems, that’s the only thing they know how to inspect). But, if you stick at it, the home will become a real home and the residents, staff, and relatives will love being there.

49. Government website

To access the DH website on all matters dementia related - www.dementia.dh.gov.uk

50. Dementia 'must rise in priority'

05 January 2010 – BBC News

Care and treatment for sufferers of dementia should be at the heart of the general election campaign,

The Alzheimer's Society charity has said that care and treatment for sufferers of dementia should be at the heart of the general election campaign. One in three people over 65 die with dementia with the number of sufferers set to rise to a million in 20 years time.

[For full report click here](#)

Domiciliary care

51. Plans for elderly care ‘put essential services at risk’

08 January 2010 - The Times

Local authority leaders have warned that there are likely to be cuts to a number of frontline services including social work, to cover the cost of controversial plans for elderly care at home. The £670million required to provide free care for those most in need in their own homes will add pressure to councils trying to find multimillion-pound savings.

52. Ministers will have to come clean on funding

08 January 2010 - The Times

Lord Lipsey, former member of the Royal Commission on Long-Term Care writes about the disaster that is Scotland’s free care bonanza/debacle – it costs more than double the anticipated cost and care continues to be rationed – with the poor losing out.

53. Homecarers going that extra mile

08 January 2010 - UKHCA

Spare a thought for those who are battling through the snow to provide care for others, the professional association of homecare providers has urged.

Mike Padgham, chair of the United Kingdom Homecare Association (UKHCA), said the efforts homecare workers made during the most hostile of weather was often forgotten.

“Whilst we all appreciate the efforts of the emergency services and council road gritters, very often homecare workers who have to travel to provide care are taken for granted or even forgotten, during the past

53. Homecarers going that extra mile (continued...)

weeks homecare workers have sacrificed time with their own families during the Christmas and New Year period and are now facing treacherous weather conditions to reach their clients.

“For those grateful clients that care can be vital and can include everything from help getting up in the morning, cooking meals, getting washed, dressed and getting to bed at night – with everything in between. Far more than that, in such harsh weather, their homecare worker may be the only contact they have with another person from one day to the next. A visit by a carer to someone who has fallen or been taken ill could even be a matter of life or death.

“As a country we can be quick to criticise when standards of care fall short but by contrast I want to thank those who are currently going that extra mile – paid or unpaid - to provide vital homecare.”

Ireland, Scotland & Wales

Ireland

Nothing to report

Scotland

54. Call to end doctor bonus scheme

06 January 2010 – BBC News

Scottish Health Secretary Nicola Sturgeon is urging the UK government to scrap a multimillion pound bonus scheme for top UK doctors, and that the distinction awards for consultants, which cost £28m a year in Scotland, should be replaced with a system to reward staff across the NHS.

[For full report click here](#)

55. Prescription charges

06 January 2010 – The Scottish Government website

Cost of NHS prescriptions set to be reduced from £4 to £3 from April.

[For full report click here](#)

56. C.diff and MRSA rates at record low

07 January 2010 – The Scottish Government website

Latest statistics show superbug rates in Scotland continue to fall.

[For full report click here](#)

Wales

57. Worry over 'disabled hate crime'

04 January 2010 – BBC News

An investigation has revealed that some disabled people in Wales currently suffer abuse and threats for no other reason than their disability.

Secretly recorded footage for the documentary Why Do You Hate Me? shows a wheelchair user being mocked and threatened in a bar.

The programme, was shown on BBC One Wales on Monday evening and revealed how many such incidents go unrecorded.

[For full report click here](#)

58. Online GP bookings for patients

04 January 2010 – BBC News

Welsh patients will soon be able to book a GP appointment or order repeat prescriptions via an NHS website.

Funding of £1.7m was announced for the bilingual My Health Online website by Health Minister Edwina Hart.

[For full report click here](#)

59. Hospital plea as ice falls rocket

07 January 2010 – BBC News

South Wales' hospitals across say the icy conditions are sending admissions to accident and emergency units through the roof.

“We've seen many elderly people who have ventured outside and had a fall”

Mike McCabe, A&E consultant

[For full report click here](#)

Learning Disabilities

59. Care Quality Commission blasts provision as 'inconsistent'

05 January 2010 – Community Care

A follow up audit of inpatient services published by the Care Quality Commission says that specialist health services for learning disabled people still need quite a bit of improvement.

Inspections of 43 NHS and independent sector services from September 2008 to January 2009 found provision was *“at best inconsistent and at worst damaging”*, even though improvements had subsequently been made.

[For full report click here](#)

60. Campaign launched to raise awareness of learning differences

07 January 2010 – NCF

Sarah Brown, the Prime Minister's wife has hosted the launch event for a new campaign that aims to improve attitudes towards children with learning differences.

About one in five school-aged children need additional help in school of some form, and the First News My Way! campaign hopes to raise awareness for children with special educational needs.

[For full report click here](#)

61. Induction Training

08 January 2010 - Skills for Care eNewsletter

The Learning Disability Induction Award covers the Common Induction Standards in the context of supporting people with a learning disability you can find more information about this and the Knowledge sets for those who support people with a learning disability by visit the Skills for Care web site.

Knowledge sets are designed to be used separately or alongside the Learning Disability Induction Award and as part of a worker's continuing professional development. Their aim is to provide specific standardised knowledge and understanding to help social care workers undertake their role.

http://www.skillsforcare.org.uk/developing_skills/developing_skills.aspx

Legislation Update

62. The Health and Social Care Act 2008 - Code of Practice for health and adult social care on the prevention and control of infections

05 January 2010 - DH

See item 70 in *Miscellaneous*.

Mental Capacity

Nothing to report

Mental Health

63. Meditation must be available on the NHS, says Mental Health Foundation

05 January 2010 – Mental Health Foundation

The Mental Health Foundation is calling for meditation to be made available on the NHS.

For full report go to <http://www.mentalhealth.org.uk/media/news-releases/news-releases-2009/4-january-2010/>

64. Government sets out vision for high-quality child mental health services

07 January 2010 – DCSF

Children's Minister, Delyth Morgan and Care Services Minister, Phil Hope has reinforced his expectation for all local areas to deliver good quality mental health services for all children.

[For full report click here](#)

65. Keeping Children and Young People in Mind: The government's full response to the independent review of children and adolescent mental health services

07 January 2010 – DH

The full government response to the final report of the independent Children and Adolescent Mental Health Services Review, which sets out progress to date and plans for the future of children and young people's mental health. The response also gives examples of the outcomes expected from a good service as an aid for commissioners, providers and practitioners.

[For full report click here](#)

66. Andy Burnham gets personal with tailored care drive

08 January 2010 - Health Service Journal

Last month's five year NHS strategy gave fresh political impetus for the NHS to provide more personalised care. Vital to making this happen will be a combination of consistent quality and collaboration with the patient, finds Moya Sarnar

67. Tories target deprived areas in public health reform

08 January 2010 - Health Service Journal

Poorer areas with the worst public health outcomes would be given a financial "premium" to reduce health inequalities, the Conservatives' draft manifesto has pledged.

68. Angela Greatley: mental health services are moving on

08 January 2010 - Health Service Journal

The asylums have long since closed - we need to maintain the pressure for better care so people with mental health problems can lead productive, positive lives

Miscellaneous

69. Charity gives Amputees 'a leg up'

03 January 2010—BBC News

'The Day My Life Changed Forever'

03 January 2010—BBC News

Amputee launches 500-mile event

01 January 2010—BBC News

Africa's walk of hope

BBC One, 7:30pm Monday 4 January 2010

In 2002 high-flying Edinburgh lawyer Olivia Giles became a quadruple amputee, losing both her arms and legs after contracting meningitis. Africa's Walk of Hope follows her amazing life as she turns her personal story of adversity into one of hope.

Olivia established a charity – 500 Miles - to help fellow amputees in Malawi and Zambia some of the poorest countries of Africa, providing prosthetic limbs and other medical treatment to help people walk again.

The film charts Olivia's experience of some of the prejudice that surrounds disability in southern Africa which only makes her more determined for the charity to be successful.

[For full report click here](#)

[For 2nd report click here](#)

[For 3rd report click here](#)

[For Africa's Walk of Hope click here](#)

70. The Health and Social Care Act 2008 - Code of Practice for health and adult social care on the prevention and control of infections

05 January 2010 - DH

The Health and Social Care Act 2008 Code of Practice for health and adult social care on the prevention and control of infections and related guidance has been published. The final impact assessment for this document has also been published, this is also available on the website at:

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_110288.

During January 2010, DH plans to publish its response to the August – November 2009 consultation on this Code of Practice document and will be developing and producing an accompanying resource document on prevention and control of infection in care homes, as outlined in that consultation. This will replace the existing guidance on infection control in care homes.

71. GP Extended Opening Hours

07 January 2010 – DH

PCTs are set to progress extended opening hours in GP practices, especially for patients of practices who are not offering this service.

[For full report click here](#)

72. Pandemic (H1N1) influenza: a summary of guidance for infection control in health-care settings

08 January 2010 – DH

An updated version of Pandemic flu: A summary of guidance for infection control in health care settings issued in September 2007. It is specific to the current pandemic influenza virus, pandemic (H1N1), and therefore represents current guidance.

[For full report click here](#)

73. Pandemic influenza: summary infection control guidance for ambulance services during an influenza pandemic

08 January 2010 – DH

This document sets out concise summary guidance for infection control for the ambulance services and it is intended for use during the pandemic.

The guidance in this document is equally applicable to lay responders, who should adopt the same infection control and hygiene measures.

[For full report click here](#)

74. Ministers will have to come clean on funding

08 January 2010 - The Times

Lord Lipsey, former member of the Royal Commission on Long-Term Care writes about the disaster that is Scotland's free care bonanza/debacle – it costs more than double the anticipated cost and care continues to be rationed – with the poor losing out.

75. Research commissioned into future health and social care

08 January 2010 - Skills for Care

The University of Southampton is about to embark on a unique piece of research into future supply and demand of health and social care for the UK's ageing population.

[University of Southampton news release](#)

76. Social Care Institute for Excellence: Get Connected Investment Project

The Get Connected Investment Project is a capital grant scheme for registered providers of adult social care in England and independent sector organisations supporting personalisation in adult social care. It will enable all providers to improve access to information and communications technology for users, carers, visitors and staff.

This initiative will benefit the many registered care providers who do not yet have good quality access to the internet and each individual investment will be up to a maximum value of £20,000. To apply, providers must be registered with the Care Quality Commission and complete an application form to establish that your organisation is eligible for funding.

Follow this link to read more about this exciting potential for improving or adding to your office hardware and software:

<http://www.scie.org.uk/workforce/getconnected/faq.asp>

77. A cure for headaches

January 2010 - Caring Business

David Madden, planning director at PLMR writes about his 10-step plan to navigating through the challenges of the planning process.

78. Funding from local authorities affects Human Rights issues

January 2010 - Caring Business

Yvonne Spencer writes about the effect of the amendment to the law which makes care providers 'public bodies' in relation to service users funded from the public purse.

NHS

79. Cameron focuses campaign on NHS

04 January 2010 – BBC News

David Cameron, leader of the Conservative party has said the NHS will be his "number one priority", as the parties step up their pre-election campaigning.

As the first part of a draft manifesto, he pledged maternity reforms in England to "meet mothers' needs".

[For full report click here](#)

80. Hospital parking charges reviewed

04 January 2010 – BBC News

East Berkshire's hospital car park users are being asked for their opinions in a review of parking charges.

A committee has been set up to review the income and cost of car parks at five hospitals in Windsor, Ascot and Maidenhead.

Initial findings will be submitted to the Committee in March.

[For full report click here](#)

81. Plans to use more generic drugs

05 January 2010 – BBC News

Proposals to increase the prescription of cheaper generic medicines in primary care have been set out in England with the Department of Health being keen to use more generic medicines as they are less costly than the branded equivalent.

The proposals will be put out for public consultation over the next 12 weeks.

[For full report click here](#)

82. Proposals to Dispense more Generic Medicines

05 January 2010 - DH

Proposals that would allow the dispensing of generic medicines instead of branded medicines in primary care, resulting in long-term savings for the NHS, have been set out by DH.

Under the two options exploring flexibility in generic medicine substitution, health professionals prescribing medicines would be able to stipulate on a prescription form where they do not think it appropriate for medicines to be substituted with the generic ver-

sion. Prescribers would take into account an individual patient's medical history and patients can therefore continue to receive a specific manufacturer's product where their treating clinician judges that this is necessary to meet clinical need.

Pharmacists will be able to dispense generic medicines instead of branded products unless otherwise stated on the prescription form.

The 12 week consultation will close on 30 March 2010 and views on the proposals are welcome from the public, patients, the NHS and stakeholders.

83. Department of Health Appoints Clinical Director for Informatics

05 January 2010 - Department of Health

Charles Gutteridge has been appointed as the first national clinical director for informatics and will take up his post later this month.

Gutteridge has been the Medical Director at Barts and the London Trust since 2002 and a consultant haematologist there and at Newham General Hospital. He is a fellow of the Royal College of Physicians and the Royal College of Pathologists.

Charles Gutteridge said:

"This is an exciting time to be at the cutting edge of delivering informatics to improve patient care. As recent events have shown, there is a sea change in clinical attitudes to informatics and the National Programme for IT. My colleagues know that good, accessible information enormously raises the quality of treatment and diagnosis we can provide to the public. My work with medical under-graduates confirms that these expectations are strong amongst the next generation of doctors. I hope to contribute to encour-

aging those attitudes and enabling dialogue between clinical staff, patients and informatics providers."

84. Confused communications compromise care

06 January 2010 – BBC News

Dr Peter McCulloch of the Nuffield Department of Surgery at Oxford University, explains how his department is adapting techniques from other industries to try to make patients safer.

[For full report click here](#)

85. Changes to medicines legislation to enable Mixing of Medicines prior to administration in Clinical Practice

06 January 2010 – DH

The Medicines and Healthcare products Regulatory Agency (MHRA) has put in place changes to medicines regulations to enable mixing of medicines prior to administration in clinical practice, effective from 21 December 2009.

[For full report click here](#)

86. DH urged to put off Monitor search

06 January 2010 - Health Service Journal

DH should wait until a new Government is elected before appointing a permanent chair of Monitor, says the organisation representing foundation trusts.

87. Dr Foster misses out on NHS Choices mortality data contract

07 January 2010 - Health Service Journal

The contract to provide hospital mortality ratios and other information on quality for NHS Choices has been awarded to a US based firm.

88. Andy Burnham gets personal with tailored care drive

07 January 2010 - Health Service Journal

Moya Sarner writes that the NHS five year strategy gave fresh political impetus for the NHS to provide more personalised care. Vital to making this happen will be a combination of consistent quality and collaboration with the patient.

89. NHS staff survey wave 4

07 January 2010 – DH

A letter from Director of NHS Communications Colin Douglas which states that the Department of Health has commissioned GFK, an independent research agency, to conduct a survey among NHS staff, including clinicians and nursing staff in primary and secondary care, administrative staff and senior clinical and non-clinical managers, across England.

[For full report click here](#)

90. NHS inpatient and outpatient waiting times figures, 30 November 2009

07 January 2009 - DH

Inpatient Waiting times

The number of patients, for whom English commissioners are responsible, waiting over the 26 weeks standard for inpatient admission at the end of November 2009 was 16 (compared to the total of 616,000).

The number of patients, for whom English commissioners are responsible, waiting over 13 weeks at the end of November 2009 was 45,300, a decrease of 4,700 (9.3%) from October 2009, and a rise of 12,300 (37.2%) from November 2008.

Outpatient Waiting times

The number of patients, for whom English commissioners are responsible, waiting over the 13 weeks standard for a first outpatient appointment following GP referral at the end of November 2009 was 118 (compared to the total of 984,000).

The number of patients, for whom English commissioners are responsible, waiting over 8 weeks at the end of November 2009 was 62,300, a decrease of 2,300 (3.6%) from October 2009, but a rise of 23,100 (59.0%) from November 2008.

Additional tables are available

<http://www.dh.gov.uk/en/Publicationsandstatistics/Statistics/Perfomancedataandstatistics/HospitalWaitingTimesandListStatistics/index.htm>

91. Hospital parking and free travel

07 January 2010 - The Times, Letters to the Editor

Jonathan Duckworth writes that the significant costs of providing parking at hospitals should not come from hospital budgets which should be spent on healthcare.

92. How effective are NHS feedback sites?

08 January 2010 – BBC News

Two patients have looked into whether their feedback actually improved standards of care in the NHS, given that a number of websites currently give NHS users the chance to comment on their experiences.

[For full report click here](#)

93. Hospital transport

09 January 2010 - The Times, Letters to the Editor

Rita Holden responds to the letter from Mr Duckworth – she regards it as simplistic and identifies her experiences.

94. Pandemic peters out as swine flu cases plummet

09 January 2010 - The Times

Britain is giving away £1billion of swine flu vaccine

09 January 2010 - Daily Mail

60 million doses of vaccine may go unused

Nine Promises that say it all about the NHS

10 January 2010 - The Mail on Sunday

Theodore Dalrymple writes about the waste of cash by the NHS in producing an internal full colour newsletter for all the NHS staff of a particular trust and all the money wasted in prize money for staff competitions, then he identifies the nine lies...

95. Tory advisor wants end to minor treatments on NHS

10 January 2010 - The Sunday Times

Julia Manning of 2020Health.org says that ending free treatment for 'lifestyle' treatments, such as fertility treatment, fining drunk patients would save £20bn, 20% of the NHS budget.

96. NHS Punters Speak Out (two parts)

08 & 15 January 2010 - BBC Radio 4

With the help of dissatisfied NHS patients, Liz Barclay poses the question of whether online feedback can really make a difference to standards of health care and treatment.

The culture of customers offering brickbats and bouquets to service providers has now extended beyond hotels and coffee chains to the NHS. Hospital rating websites invite patients to grade their hospital stay out of five stars, and to leave comments about the care they received.

96. NHS Punters Speak Out (two parts) (continued...)

In this programme Ms Barclay speaks to the critics of this new trend who suggest that the sites are merely window-dressing and that NHS patients are not 'consumers'. Some health professionals claim that the sites can easily just become places where personal scores are settled against NHS staff. The architects of online feedback are invited to respond.

www.bbc.co.uk/programmes/b00plwr7

Nursing

Nothing to report

Older People

97. Be a good neighbour during the cold snap

05 January 2010 – Help the Aged

During the cold snap, Help the Aged are calling on everyone to keep an eye out for older family, friends and neighbours.

For full report go to <http://www.helptheaged.org.uk/en-gb/Campaigns/News/BeGoodNeighboursDuringColdSnap.htm>

98. Council's 'no-frills' approach to services falls foul of the law

05 January 2010 – The Times

Barnet Council, which made headlines over its plan to provide a no-frills "easyJet" service with top-up charges has been forced to abandon some of its proposals because of legal problems. After a High Court judgment last month, the London Tory-run council has had to rethink plans to cut the number of live-in wardens in sheltered housing.

99. Plans for elderly care 'put essential services at risk'

08 January 2010 - The Times

Local authority leaders have warned that there are likely to be cuts to a number of frontline services including social work, to cover the cost of controversial plans for elderly care at home. The £670million required to provide free care for those most in need in their own homes will add pressure to councils trying to find multimillion-pound savings.

100. Ministers will have to come clean on funding

08 January 2010 - The Times

Lord Lipsey, former member of the Royal Commission on Long-Term Care writes about the disaster that is Scotland's free care bonanza/debacle – it costs more than double the anticipated cost and care continues to be rationed – with the poor losing out.

101. Independent Retirement Living

08 January 2010 - Daily Mail

McCarthy & Stone has begun to advertise its retirement apartments which include the benefits of:

- a house manager
- 24-hour careline
- And other things...

102. People urged to check on elderly

09 January 2010 – BBC News

People on the Isle of Man with elderly and vulnerable neighbours are being asked to check on them during the continuing cold spell.

[For full report click here](#)

103. Plea to look out for vulnerable

09 January 2010 – BBC News

Residents in Cambridgeshire are being asked to look out for the elderly and vulnerable.

[For full report click here](#)

104. Riding along on the crest of a wave

January 2010 - Caring Business

Fiona Aldridge writes about the benefits of older people learning about information technology – computers.

Parliament

12.01.2010 – HoC – Oral Questions, Health

- Personal Care at Home Bill - Committee of the whole House
- Personal Care at Home Bill - Third reading

14.01.2010 – Select Committee - Health

Subject: Commissioning

Witness(es): Professor Andrew Street, Professor of Health Economics, University of York, and Dr Peter Brambleby, Director of Public Health, NHS North Yorkshire and York; Professor Rod Griffiths, Chair, National Specialised Commissioning Group, John Murray, Specialised Healthcare Alliance, Deborah Evans, Chief Executive, NHS Bristol, and Teresa Moss, Director, National Specialised Commissioning Team

Parliamentary Questions and Debate from the Past Week

The following section is produced in conjunction with specialists in health and social care, PLMR – Political Lobbying & Media Relations – www.plmr.co.uk

05 January 2010 – House of Commons – Written Question and Answer which asks the Secretary of

Parliamentary Questions and Debate from the Past Week (continued...)

State for Health about how the Personal Care at Home Bill will be funded and whether it falls within the allocation of funding in the Social Care Green Paper. Answering the Question on behalf of the Secretary of State, Minister of State for Care Services, Phil Hope MP, stressed that the budgets are separate. The Question and Answer and a link to view it online now follow:

<http://www.publications.parliament.uk>

06 January 2010 – House of Lords – Oral Question, which asked the Government on what grounds decisions are made to forbid hospital staff and carers from helping patients to eat. Baroness Thornton, House of Lords Spokesperson for Health, confirmed that decisions about nutrition are based on clinical advice. The Oral Question and Answers and a link to view them online now follow: <http://www.publications.parliament.uk>

06 January 2010 – House of Commons – Written Question and Answer which asks the Secretary of State for Health in which month of 2010 he plans to publish the White Paper on the Future of Social Care. Phil Hope MP, Minister of State for Care Services, answered the Question and said that the White Paper should be expected early this year. The Question and Answer and a link to view it online now follow: <http://www.publications.parliament.uk>

12 January 2010 – House of Commons – Debate, in which the Personal Care at Home Bill passed through both the Committee and Third Reading stages. The Bill, sponsored by the Secretary of State for Health, the Rt Hon Andy Burnham MP, will now go to the House of Lords for its First Reading.

To read the transcript of the Committee Stage and Third Reading Debate online, please click on the following link: <http://www.publications.parliament.uk>

Social Care

105. Adult social care staff deserve respect says ADASS

07 January 2010 – NCF

As the severe winter weather intensified throughout the country today, adult social care workers and their managers were given fulsome praise by

ADASS President Jenny Owen says that adult social care workers and their managers deserve praise for their tireless work throughout the country during the cold snap.

“These colleagues deserve our utmost respect and gratitude.”

[For full report click here](#)

106. Burnham pledges care funding white paper before election

08 January 2010 – Community Care

Health Secretary, Andy Burnham has said that the Government still intends to produce a white paper on adult care funding reform before the next general election to ensure it becomes a “top order issue” on polling day.

However, there is no indication as yet of when the white paper - the follow-up to last year's green paper - will be released.

[For full report click here](#)

Workforce

107. Workforce Statistics

08 January 2009 - Skills for Care eNewsletter

Skills for Care compiles the State of the Adult Social Care Workforce in England report to provide a statistical overview of the workforce providing adult social care in England. The 2008 edition is available on the Skills for Care web site and along with detailed data it includes projections of the workforce that will be required to meet future demand on social care services using several different demand scenarios.

http://www.skillsforcare.org.uk/research/research_reports/annual_reports_SCW.aspx

Are we playing or serious about the care of ...

The start of the year is obviously the time for reports.

We have already had the decision, last week, by the Department of Health to order Primary Care Trusts across the UK to carry out safety reviews over the use of controversial drugs such as antipsychotics in care homes, and the report from the Royal College of Physicians and British Society of Gastroenterology which claimed that artificial feeding (using Percutaneous endoscopic gastrostomy – PEG) was being used inappropriately in care homes and hospitals.

So medical care was first up on the agenda.

But then came Michael Parkinson's announcements after his first year as Dignity Ambassador, in which he suggests elderly care is downright unacceptable, and the National Audit Office report which was less than enthusiastic about the effectiveness of the Government's dementia strategy. Heavy stuff.

And let's not forget that, while these reports were being published:

- we had the death of the Randalls (a husband who died from natural causes and a wife who may have starved to death because he was her carer) and the allegations that the local council had failed to carry out a timely community care assessment;
- the siblings who stole their mother's life savings;

- the man charged with sex attacks in a care home;
- the report of failings at a care home that led to deaths;
- the woman aged 106 years who was moved in the snow from the care home she loved because the Council was adamant it should close;
- the care assistant charged under the Mental Capacity Act with abusing elderly residents;
- Wirral Council apparently overcharging elderly residents up to £250,000 but refusing to simply pay it back;
- and the aged Spitfire pilot who has had to sell his home to pay for his care.

Equally heavy stuff.

Which brings me to the Government's Dignity Action Day on 25 February 2010.

In seeking to encourage the public to re-engage with elderly neighbours Government suggests a means of emphasising dignity would be to tidy a garden, do some decorating or conduct a 'spring clean' for an older neighbour.

There are lots of other ideas too, so I don't want to seem churlish, and they are all of a similar ilk, so I can't help wondering how this all relates to what's happening in the real world to old people.

Advice to care staff is equally simplistic as it involves holding 'open day's, question and answer sessions,

finding out what an elderly resident would like etc. All good stuff, but how in touch is it with the reality of abuse?

Somewhat limited in my view, which perhaps is why it has been organised for late February and not on World Elder Abuse Awareness Day on 15 June 2010.

It almost suggest two different worlds, doesn't it!

We all want to encourage individuals to be more positive and helpful to older neighbours and to rebuild a community spirit, but will some decorating really help the 342,000 old people facing elder abuse in their own homes?

And how far do the Dignity ideas for Dignity Day fit with the statements made by the Dignity Ambassador.

It does seem to be two worlds...

This article is by Gary Fitzgerald, CEO, of the campaigning charity Action on Elder Abuse - www.elderabuse.org.uk

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