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Care Agenda

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Chief Executive's View

The Chancellor's Budget has put enormous extra costs into social care without understanding how these will be funded. While the Chancellor ignored social care, she put eye-watering amounts of extra money into the NHS. Over the past few months, we have heard from the Secretary of State for Health and Social Care and the Prime Minister, saying that there would be no extra money for the NHS without significant changes in the way in which it works. Quite clearly, this is untrue, and the repeating pattern of successive government, to prop up a service, which is not fit for purpose in the 21st-century and needs radical reform, continues.

When it comes to the NHS, there are two areas that governments refuse to debate. The first is whether we are getting value for money, and the second is why we focus on the NHS as an organisation rather than identifying what outcomes we would like to achieve. The Government needs to shift the dial, stop talking about organisations and processes, and think clearly about people and outcomes. If they did that, they would acknowledge that the challenge of the 21st century is long-term conditions, and we need to have much better funding of social care, and the budgets need to be more equally divided. The Government talks about growth; well, this is a budget that will lead to the contraction of the social care sector.

The other big issue for social care is the implosion of the CQC and the reports by Dr Penny Dash and Professor Sir Mike Richards, which clearly show how rotten and dysfunctional the CQC is. Nobody has yet addressed that we have been paying

for this substandard service, and in light of that, there needs to be a discussion about refunds. In any other part of the economy, you get a refund if you do not get what you pay for, so the CQC should be forced to live in the same world as the rest of us. Even though the CQC has been called "not fit for purpose" by the Secretary of State, the Board, who have obviously failed miserably in their role in oversight and governance, continues to cling on to their positions. It is time that they either had the decency to resign or were removed by the Secretary of State.

Within a few days of taking power this government signalled that social care was a low priority and sadly the budget has reinforced this.



A handwritten signature in blue ink, which appears to read 'Martin Green'.

Professor Martin Green OBE

Chief Executive: Care England

DH: Independent Sector Dementia Champion

X [@ProfMartinGreen](https://twitter.com/ProfMartinGreen)

Introduction to Single Handed Care (SHC)

Traditionally, social care providers mandate a two-person policy for Moving and Handling activities. However, this approach has sparked debate regarding its effectiveness and care quality. Single-Handed Care (SHC) offers a tailored, person-centred solution that addresses individual needs, potentially enhancing the quality of care while optimising resources. SHC is recognised as a practice, that emphasises a holistic, safe, and proportionate care approach when supported by adequate training and risk assessments. This method aims to deliver care that not only meets individual's needs but is also financially and operationally efficient for care providers.

Benefits of SHC

SHC prioritises the well-being of residents, promoting independence, dignity, and social connection. By ensuring the required number of caregivers are involved, residents experience less invasiveness in their care routines and are more likely to build meaningful relationships with their care teams.

For service providers, SHC can significantly increase efficiency. Estimates suggest that SHC can be applied to 40-80% of care situations, potentially allowing facilities to increase resident admissions and optimise staffing. Furthermore, care homes that adopt SHC can transition into hubs for rehabilitation, enhancing their ability to manage individual care plans effectively and reducing the need for hospitalisation.

Practical Applications of SHC

Several real-world examples illustrate the effectiveness of SHC:

- 1. Timely Toileting:** A resident requiring urgent toilet access faced delays when two caregivers were needed. Implementing SHC with one caregiver using appropriate transfer equipment allowed for quicker responses, minimising distress.
- 2. Pain Management:** A terminally ill patient experienced significant pain during

transfers. SHC, using specialised equipment and techniques, reduced discomfort, improving the patient's quality of life and facilitating family engagement.

- 3. Promoting Independence:** A resident with fluctuating abilities benefited from an individualised care plan that was adjusted based on their needs. This approach allowed them to engage actively in their care, enhancing autonomy and dignity.

Implementation Considerations

Successful integration of SHC requires careful planning and assessment. Key steps include forming a task group for oversight, conducting pilot studies, employing risk assessment tools, and providing extensive training for staff. The selection of appropriate equipment is crucial, and policies should reflect individualised assessments rather than blanket rules that may hinder care flexibility.

Addressing safety is paramount; evidence suggests that with proper training and risk assessments, SHC can be implemented safely, even in complex cases.



Conclusion

Single-Handed Care represents a vital consideration for modern moving and handling practices in social care. When appropriately applied, SHC not only improves the dignity

and privacy of residents but also enhances efficiency for care providers, enabling more meaningful interactions and potential savings. As care practices evolve, the traditional two-caregiver requirement must be reassessed to align with evidence-based practices that truly prioritise the needs of individuals.

For further guidance on implementing SHC, interested parties can reach out to Deborah Harrison or Nuno Santos Lopes for additional resources and support.

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<https://www.careengland.org.uk/single-handed-care/>



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Resilience Based Clinical Supervision programme

Lucy Corner, Director of Cornerstone Care Solutions Limited, recently undertook the Resilience Based Clinical Supervision programme with FoNS, read her thoughts on the value of the programme:

Unlocking the Power of Resilience-Based Clinical Supervision (RBCS): A Game-Changer for Healthcare Professionals

Healthcare professionals, at all levels, face intense emotional and physical demands. As the world of care grows increasingly complex, one essential skill often overlooked is building resilience—not only for ourselves but for the teams we lead. The Resilience-Based Clinical Supervision (RBCS) course offered by the Foundation of Nursing Studies (FoNS) could be the transformative experience you've been searching for. Having recently completed this course myself, I cannot recommend it highly enough. Let me share why RBCS could be a game-changer for you and your organisation.

What is Resilience-Based Clinical Supervision (RBCS)?

RBCS is a form of restorative clinical supervision designed to improve emotional resilience and overall well-being for healthcare professionals. Unlike traditional clinical supervision, RBCS places a strong focus on the emotional systems that drive our responses to stressful situations. By integrating mindfulness-based exercises, it nurtures a compassionate approach toward oneself and others, fostering a more supportive and reflective working environment.

Here's what makes RBCS unique:

Co-creating a Safe Space: RBCS fosters an

environment of trust where participants can share openly and reflect deeply.

Mindfulness-Based Stress Reduction:

Techniques aimed at reducing stress and increasing awareness are incorporated to support emotional balance.

Exploring Emotional Drivers: It encourages a deep understanding of the emotional systems driving our reactions.

Understanding the Role of the Internal Critic:

Participants gain insights into how self-criticism can influence responses to stress, enabling them to develop more compassionate and constructive internal dialogues.

Compassionate Flow: The emphasis on self-compassion helps participants extend that kindness to others, enhancing the overall quality of care.

Why Is RBCS So Valuable?

Through facilitated, reflective discussion, RBCS allows participants to step back from their daily challenges and reflect on how emotional responses affect both their own well-being and their care for others.

The course has been shown to deliver several benefits, including:

- **Increased Self-Awareness:** Healthcare professionals develop a heightened awareness of the importance of self-care, which is often side-lined in the face of demanding work environments.
- **Enhanced Team Dynamics:** By nurturing compassion for oneself, RBCS encourages stronger, more empathetic team relationships.
- **Challenging Organisational Practices:**

RBCS invites participants to reflect on how workplace practices may be impacting staff and patient well-being, opening the door for positive change.

How RBCS Has Supported Cornerstone Care Solutions?

At Cornerstone Care Solutions, we've integrated RBCS into our approach to supporting staff in services we support, particularly those going through challenging transitional periods in both their personal and professional lives. Many of the services we are working with are undergoing significant changes, and RBCS has helped our team appreciate how to better support our colleagues and partners during these times.

Our staff have gained invaluable tools to reflect on their emotional responses, building awareness of how personal stressors can influence professional interactions. RBCS has equipped them with mindfulness techniques to manage stress, fostering a compassionate mindset that allows them to be more understanding and empathetic towards colleagues and employees in services experiencing upheaval.

This has proven particularly beneficial in times of organisational change. Whether team members are facing restructuring, new roles, or personal struggles, RBCS helps us create a compassionate and supportive working environment. The practice of mindfulness and emotional reflection has enabled us to ensure that we are caring not just for the individuals in our services, but for each other as professionals navigating the complexities of care delivery.

Why Should You Apply for RBCS?

If you're a healthcare professional committed to delivering the best possible care for your patients, RBCS will equip you with the tools to nurture not only your own resilience but also the resilience of those around you. By focusing on emotional awareness and mindfulness, the course offers practical strategies to maintain well-being amidst the inevitable stressors of healthcare work.

At Cornerstone Care Solutions, we've witnessed firsthand how RBCS helps build stronger, more resilient teams, capable of navigating change with compassion and understanding. This course has been instrumental in helping our staff develop the emotional skills needed to support others during difficult transitions.

I encourage anyone in healthcare to consider attending this invaluable course. Whether you're a frontline caregiver, a manager, or part of a wider healthcare organisation, RBCS will help you build resilience, reflect deeply, and ultimately improve both personal and patient outcomes.

For more information and to apply, visit the [Foundation of Nursing Studies RBCS page] (<https://www.fons.org/programmes-development-opportunities/clinical-supervision/>). Take that first step toward fostering resilience in yourself and your team!

Tendering Beyond 2024 – What You Need to Know

The last year has seen major changes to the way the NHS and Local Authorities procure contracts. Tenders-UK Managing Director Chris Martin sets out some recent trends to be aware of for your public contracts:

Social Value Continues to Grow

Since 2021 when government guidance mandated at least 10% of tender scores be allocated to Social Value, we've seen buyers across the country adopt many different systems and strategies for assessing it. Both the new NHS Provider Selection Regime (PSR) and the new Procurement Act place even greater emphasis on non-cost elements like social value; in the case of PSR this extends to being able to directly award contracts in part based on local community links and public benefit. That means if you have public contracts coming up for renewal, analysing and reporting on the Social Value Performance of those contracts ahead of time is vital to your retention strategy. For those of you bidding into new geographic areas, you'll need to spend much more time understanding the place and the people to make a truly localised Social Value offer in your bid.

MEAT meets MAT

This balancing of non-cost elements is best demonstrated in one of the changes arising from the new Act. Most Economically Advantageous Tenders (MEAT) has been the term used to describe tender scoring for more than a decade, and it's now being replaced with Most Advantageous Tender (MAT). This reflects the reality that for some contracts things like experience, service quality, and community links are what define success.

Increasingly we're seeing fixed-rate contracts which are awarded based exclusively on these non-cost elements. A situation driven in part by constrained budgets, commissioners are pushing their bidders to be more inventive. This goes beyond the old euphemisms where 'creative and flexible' was just a way of saying 'underfunded'. Now buyers have more licence to buy creatively.



This shift to more open commissioning will continue in the coming years with the Act also paving the way for more Outcomes Based Commissioning (OBC); commissioners recognise that overly prescribing how a contract must operate cuts them off from market innovation. Forward-thinking commissioning teams will be using this opportunity to set out the problem they need to solve so that industry leaders can propose new ways of working.

Change Creates Opportunity

These are just a couple of changes which we're seeing in the tendering landscape, but the key thing they have in common is that tendering is getting more personal. With a greater focus on solving unique local challenges and supporting specific local communities, tenders cannot rely on repeating the same offers around the country.

As you move into 2025 tapping into local knowledge and networks will be an essential part of every bid process, and your local staff will be increasingly vital to capturing the insights needed to win.

To learn more about tender opportunities in your area and the help available preparing for them, head to the [Care England website](#).

Chris Martin is Managing Director at Tenders-UK.

Email: chris.martin@tenders-uk.com

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How to care for people's oral health in care homes

Many care home operators will know that the Care Quality Commission (CQC) has made it a mission to improve the standards of oral healthcare in care homes since they published their report, *Smiling Matters*, in 2019 and a progress report in 2023. But how can you excel in this area? This post explores best practice all homes can implement.

Why oral health?

Apart from the CQC focus, there are other clear reasons to make looking after residents' oral health a priority. As well as going towards maintaining people's dignity, it can also improve residents' overall health.

People with poor oral hygiene can be in a significant amount of pain from ulcers, sores and infections that might be going untreated; this might make it difficult for them to eat, or they might become sensitive to hot or cold food and drinks, potentially leading to malnourishment and/or dehydration.

There's also a psychological factor to consider, as people might feel too self-conscious or too uncomfortable to get involved in conversation or activities, which could lead to feelings of loneliness and isolation, depression and withdrawal.

For these reasons and many more, it is important to always consider how we can better look after residents' oral health.

Making improvements

So how do we do this? What does best practice look like?

CQC wants to see an increase in Oral Health Champions in care homes, so that is a great place to start. [This article in CMM Magazine](#) is written by Oral Health Champion at Nellsar and goes into detail on what can be done to improve people's oral care.

Once an oral health champion has been appointed, ask them to find a local dentist surgery that will offer a dentist to come into



the care home at regular intervals to see any residents who would like to be seen. They can help to identify and tackle any problems that might already exist.

To prevent further problems, it's a good idea to come up with a system that the oral health champion can implement to check residents always have suitable toothbrushes, floss and toothpaste. You could also ensure you're thinking about which residents might need extra support to brush their teeth, either physically or with remembering to do so.

As ever, training can't be ignored. All staff interacting with residents can be trained to look out for warning signs such as withdrawal, avoiding eating, or bad breath. There should be a process in place if a staff member raises a concern, so that the resident in question can be checked and, if necessary, treated quickly.

The future of oral care in care homes

Four years after the publication of its original *Smiling Matters* report, CQC found that out of 50 care homes, only 28% had appointed an oral health champion as recommended. Though a small sample, this suggests there's a long way to go in enhancing the oral health of people living in care homes. However, some simple steps can make a big difference and not only will CQC approve, but the quality of life of the people you support may improve too. For information on the oral health reports published by CQC, visit the CMM website and search 'smiling matters', and find more tips and information on managing people's oral hygiene here.

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Care homes must prepare to negotiate as funding tightens

Article by Liam Fitzgerald, Senior associate at Anthony Collins

Amid the ongoing funding crisis, where funding shortfalls are compounding the impact of rising staff costs and inflationary increases in food and energy costs, more care homes are attempting to negotiate a better deal with their commissioning authorities. However, to what extent should they push without risking their contract being reallocated to another provider?

The lack of funding uplift for local authorities from central Government is having a domino effect on care providers. Amid significant cost increases from high inflation and the ongoing cost of living crisis, local authorities have significant financial challenges to manage when considering increases in funding for 2024-25. As a result, many residential care homes and other adult and children's social care providers are feeling the financial squeeze with many now operating at a loss.

Typically, care homes rely on indirect or direct funding from local authorities or the integrated care board (ICB) to meet the cost of care for vulnerable individuals unable to fund it themselves. However, following the removal of the [planned cap on care costs](#) in England by Chancellor Rachel Reeves, care homes have no choice but to increase fees to remain viable. Likely to increase the cost of personal care packages for vulnerable people in care homes and individuals supported by adult social care services. In some cases already people are being asked to pay top-up fees.

Many care homes are reluctant to request more funding from the commissioning authority for fear of getting fewer placements and the financially difficult position of local authorities themselves. However, care homes must continue aiming to provide good quality services, based on a sustainable funding plan.

To improve the chances of securing a sustainable funding agreement, care homes should prepare a strong business case. This must:

- Be arranged prior to the local authority's annual review.
- Outline the required uplift to maintain a sustainable placement.
- Provide full and transparent information, adhering to the procedures and timelines specified by the commissioning authority.

Care homes can carry out a benchmarking exercise to determine the fees being paid to comparable providers in their local area.



Care homes that aren't satisfied with funding uplift should be prepared to meet with the commissioning authority. Across-the-table negotiations could help care homes to secure the funding needed whilst maintaining healthy relationships.

In extreme cases, care providers can escalate matters if the uplift offered doesn't meet their requirements. This option should not be taken lightly and includes raising funding issues with the Local Government and Social Care Ombudsman or, as a last resort, through the court system. This latter measure in particular is time-consuming and costly and should only be used when all other alternatives have been explored.

With local authorities urgently in need of more funding from Government, systemic reform is desperately needed as growing needs and high costs place greater demand on public funding. Care homes must strike a balance between continuing to provide high-quality services and remaining financially sustainable – a challenge that's easier said than done.

For more information, contact [Liam Fitzgerald](#).

Anthony Collins

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This is why the [OpenScore Website Widget](#) is a game-changer for care homes, offering an independent, real-time quality score that visitors can see directly on your website. This simple yet powerful tool allows care homes to display a live, trusted, and single aggregated score based on a variety of metrics from multiple sources. Simply, OpenScore gives care homes the ability to be transparent and showcase their quality of care.



Empowering Care Seekers

For families, choosing a care home is one of the most emotionally charged decisions they'll ever make. With OpenScore, they can now compare care homes quickly and easily, understanding the level of care provided at a glance. No more outdated ratings or endless online searches—just a straightforward, up-to-date score they can trust.

The widget empowers care seekers by giving them the tools they need to make informed decisions. It's the perfect complement to an already trusted service like [Autumna](#),



making sure that visitors to your website get an accurate picture of your care home's quality right from the start.

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By embracing the OpenScore Website Widget, care homes can take control of their online reputation. The widget acts as a real-time endorsement of a care home's quality and service, offering evidence of their commitment to delivering excellent care. And this doesn't just benefit prospective residents—it helps attract top-tier staff too. When people see a high OpenScore rating, they know they are looking at a care home that values quality and transparency.

Carl Roberts, Associate Sales & Marketing Director of Boutique Care Homes, states:

"Choosing the right care home is becoming an increasingly complex process for families. At Boutique Care Homes, we are proud to be one of the first to embrace the OpenScore widget, reflecting our commitment to transparency. It aligns perfectly with our values of openness, providing transparent and honest care."

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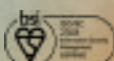
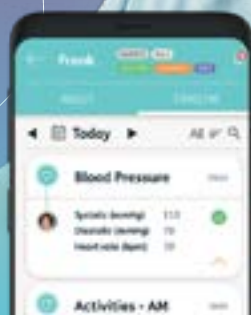
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We understand that acquiring new members of staff for your care business can be challenging. It's a sector where staff turnover is much higher than most and it's vital that vacancies are filled quickly to ensure that your organisation continues to flow smoothly.

However, this does not mean that you should take shortcuts when it comes to the recruitment process. By cutting corners, you could end up employing somebody who is not fit for the role, leaving you to deal with the costs of a bad hire.

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Did you know that the average turnover rate in the care sector is around

29%*

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*Skills for Care, 2022

Helping to Combat Malnutrition in Care Homes this Malnutrition Awareness Week

Written by Sophia Cornelius, Development Dietitian at apetito

Malnutrition is a serious condition that occurs when someone does not get the correct amount of required nutrients, which may be due to over-eating, under-eating or because of a clinical condition. Malnutrition is a significant issue within care homes with 55% of residents being at risk of malnutrition¹. Identifying the causes and providing treatment will not just have significant benefits to the individual but also those involved in their care, with good nutrition supporting some people to stay independent for longer. That is why UK Malnutrition Awareness Week, taking place 11th-17th November, was founded by the Malnutrition Task Force and BAPEN with an aim to raise awareness and understand the risks of preventable malnutrition.

Health Conditions

Residents in care homes often require extra support in their daily lives which may be due to a natural decline in physical ability or the consequence of a chronic health condition, such as dementia. Health conditions and/or treatments can negatively impact on resident's nutritional intake by reducing their appetite, affecting digestion or nutrient absorption. Experiencing poor nutrition secondary to a health condition can have grave consequences, including progression of disease and increased hospital admissions, if not identified and treated promptly.

Effective use of nutrition and hydration care plans enables carers to recognise if a resident's behaviour is out of character, particularly if they are not regularly caring for them. Screening tools are essential to care plans and provide a quick and simple



way to see changes. Malnutrition screening tools are an easy and effective way to assess and monitor a resident's nutritional status and provide clear management guidelines to ensure the resident receives the most appropriate treatment.

Appetite

Appetite is something that often changes with age. Recognising that a reduced appetite, resulting in a reduced intake, can have significant consequences for physical and mental health is essential for early intervention. There is a misconception that as we age our requirements decrease and therefore eating less is a natural consequence. However, this is not true for all nutrients and some nutritional requirements, such as protein, actually increase with age. Some causes of a poor appetite may be rectified more easily than others, for example, if the cause is a medication or dental issue, but psychological barriers may be more complex and require a treatment plan to be put in place.

Residents struggling with a poor appetite may prefer a 'little and often' approach to mealtimes by offering smaller more frequent meals and snacks throughout the day. To provide sufficient nutrition, it

is key to ensure that meals and snacks are nutrient-dense by fortifying foods with full-fat products, such as cheese and milk, and optimising snacks, for example encouraging full-fat yoghurt with fruit or nut butter with toast.



Staff Training and Awareness

Inadequate knowledge or training of nutrition and dietary requirements amongst staff members in a care home can

contribute to suboptimal meal provision. To overcome this, it's important to have clear protocols and appropriate training on nutrition and hydration in place, empowering staff to identify signs of malnutrition or dehydration and intervene appropriately.

Malnutrition can be caused by a vast array of reasons, some of which may not be easily treated. However, through encouraging training and awareness, malnutrition can be identified earlier and appropriate solutions implemented so that care homes can effectively prevent and mitigate the condition among their residents, promoting better health and quality of life.

Discover more about apetito's care home services: <https://apetito.link/careengland>

1: Malnutrition Task Force. Malnutrition in England factsheet [Internet]. 2023 [cited 2024 Oct 17]. Available from: <https://www.malnutritiontaskforce.org.uk/malnutrition-england-factsheet>

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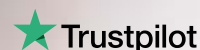
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Care Management Show: 29-30 November, ExCeL London

Care Management Show is produced by Caring Times, the #1 magazine for care management and leadership with 35+ years in the sector. We're uniting care professionals for two days of essential content, discussion and networking, shaping the conversation around care management and the future of care.

On the main stage at Care Management Show, we've got a panel of industry leaders discussing key issues such as recruitment and retention, plus an interview with inspiring Priory CEO Rebekah Cresswell. In the Leadership, Operational Excellence and Caring Times Owners Club theatres, you'll get actionable tips to upgrade your management skills and elevate the way you run your care business.

In the Knowledge Hub, we've got fully accredited CPD, equipping you with the training you need to advance your career and climb the leadership ladder. There's also a theatre dedicated to Home Care, with sessions on home care management, marketing and more.

In addition to this exciting conference programme, you will have access to leading suppliers and providers in the exhibition space, giving you the opportunity to grow your network and make valuable connections. The National Care Awards are being held on 29 November, also at ExCeL London, in the evening between the two days of the Care Management Show.

Tickets for Care Management Show are completely free! Secure your place to join the conversation, be part of the community and level up your leadership skills.

[Book your free ticket](#)



50 Anthony
Collins

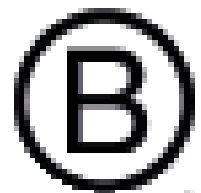
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Anthony Collins

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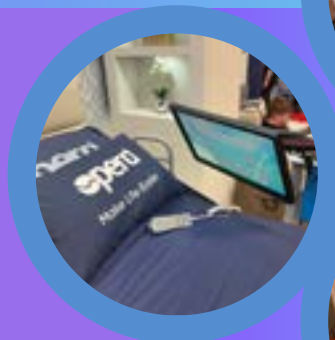
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Niamh Lawless
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HR Fit for Purpose

On 26 October the law changed regarding Sexual Harassment in the workplace.

As an employer, there are two things you need to put in place to comply with the law and these are:

- You will need to add a policy on Sexual Harassment to your Employee Handbook
- In addition to this, policy training needs to be provided for your employees

Our multi-award-winning team at HR Fit for Purpose can provide employers with the policy and the training you need plus we are offering all Care England members a one-time limited **discount of 15% off** if you purchase the combined policy and training

package (booking offer expires at midnight on 15 November 2024).

Please get in touch with us at info@hffitforpurpose.co.uk or call **020 3846 5637**.

HR Fit for Purpose working with you for a better workplace culture.

www.hffitforpurpose.co.uk



Cyber Security Matters – a new interactive guide from Mitigo

Cre England's cyber risk management partner Mitigo shares their new interactive guide. It aims to demystify cyber security, debunking common myths, explore the cybercriminal ecosystem, plus providing takeaway tips on technical security and spotting phishing attacks.

Download the full guide here: <https://www.careengland.org.uk/wp-content/uploads/2022/08/Cyber-Security-Matters-CAM-2024-Care-England.pdf>



Introducing Social Care's Keeping in Touch Week!

Bringing care home residents together with their families to celebrate the season of togetherness is crucial to tackling the chronic loneliness epidemic among older people, and that is why we have created Social Care's first Keeping in Touch Week **#SCKeepingInTouch**

Brought to you by Person Centred Software, from 18th to 24th November 2024, everyone involved in social care, whether it's care providers, residents or their family members can get involved in a week of free activities and fun-filled initiatives that will bring together everyone involved in health and social care, enhance communication and community spirit, meaningful engagement and highlight the crucial role that keeping in touch with loved ones plays for the

happiness of those living in care.

There are also some exciting prizes to be won during the week!

Learn more and discover the free activities throughout the week by clicking below:
<https://personcentredsoftware.com/social-cares-keeping-in-touch-week>



Capturing, Categorising and Collating Feedback in one platform

Radar Healthcare offers a comprehensive solution for collecting and analysing feedback in various categories, such as surveys, compliments, and complaints.

Here are some of our partners successes:



Within one month of Radar Healthcare being implemented, the number of feedback responses increased from 14 to 82 and now stands at approximately 500 each month – **an increase of over 3,000%!**



To enhance our analytical capabilities and address areas of concern more effectively, we organise our feedback into various categories, such as food quality or laundry services. Enabling us to not only count the incidents in each

category but also understand the subject matter involved. This classification is prominently displayed on our dashboard and, with the aid of Radar Healthcare, allows us to identify trends and formulate action plans to tackle these issues.


Helping you to make a difference



Scan the code to discover more about capturing feedback within a care group





BEHAVIOURS THAT CHALLENGE, BREAKAWAY & DISENGAGEMENT, PHYSICAL INTERVENTION & RESTRAINT

Restraint Reduction Network (RRN) 2-day Training
(3-day Training Available)



Restraint Reduction Network



BESPOKE

Course cost and length are subject to individual requirements. Contact us to discuss your specific needs.



QUALITY

Certified by Bild Association of Certified Training (ACT) as meeting the Restraint Reduction Network Training Standards.



CONSIDERATE

We structure our training to minimise disruption to your business operation.



COURSE AIMS

This session will look at recognition, prevention and de-escalation of aggression. Learners will develop their knowledge and skills to assist with a conflict situation including Breakaway, Disengagement, Physical Intervention & Restraint techniques.

OUTCOMES

- Recognise behaviours they find challenging and how it makes them feel
- Develop understanding of how one's own behaviour can affect others
- Have an understanding of a person's human rights
- Explain the hierarchy of response and the reasons for working within it
- Utilise the tools available to them that can assist in the resolution of conflict and understand the differences between Primary, Secondary & Tertiary interventions
- Acknowledge Primary and Secondary interventions are to be utilised first
- Understand Tertiary interventions are always a last resort (These are not covered in the 1 day course).
- Understand human factors
- Fight, flight, freeze
- Explore physical intervention - what is it?
- Demonstrate the impact of physical stance and positioning on their personal safety during an incident.
- Have an awareness of Breakaway, Disengagement, Physical Intervention & Restraint Techniques
- Consider the importance of debriefing and self-care following incidents involving behaviours that challenge.



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ENERGY PRICE OUTLOOK

Wholesale gas prices ended July around 18% higher than the start of the month, with prices moving between the 1st July and 31st July in a range of -10% to +18%.

The events causing the instability are centred on the increasing tensions in the Middle East, but the planned maintenance in Norway during August 2024 will limit supplies to the UK, as are the reduced supplies of LNG (Liquefied Natural Gas) scheduled to arrive in the UK, with increased supplies going to the Far East.



The price of LNG in the UK is driven by several key factors:

- 1. Global Supply and Demand:** Changes in global demand, especially from Asia, and supply disruptions can significantly impact prices.
- 2. Geopolitical Factors:** Conflicts, sanctions, and trade policies can disrupt supply chains and affect prices.
- 3. Weather and Seasons:** Extreme weather conditions, like cold winters or hurricanes, can increase demand or disrupt supply.
- 4. European Gas Market:** Storage levels and pipeline supplies in Europe influence the need for LNG imports.
- 5. Currency Fluctuations:** Changes in the GBP/USD exchange rate can alter LNG costs.
- 6. Market Speculation:** Trading activities and speculation can lead to price swings.
- 7. Infrastructure and Logistics:** Terminal capacity and transportation issues can limit supply flexibility.
- 8. Regulatory Changes:** Shifts in energy policies and regulations can impact demand and supply dynamics.



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Stay current with the care sector at our free events for all care professionals.

Tailored to your region, explore the latest products and services while staying informed on the newest advancements and trends. Attend free seminars, connect with regulators and unlock the full potential of your care business.



Upcoming Locations:

South

Epsom Downs
Racecourse

15th Oct 2024

North East

Elland Road
Stadium

5th Nov 2024

Wales

Cardiff City
Stadium

12th Nov 2024



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