New faces as well as continuity in Cabinet reshuffle

As the fall-out from the election (for almost of the parties) continues Alistair Burt MP (right) has been appointed minister of state for care and support at Department of Health as part of the reshuffle put in place last week. Una O’Brien (permanent secretary) welcomed Jeremy Hunt back as secretary of state for health (picture for right). See below for the other appointments of particular relevance to our sector.

In case you haven’t noticed May is National Courtesy Month. Organised by the National Campaign for Courtesy, who work to promote courtesy for all in the UK, the month-long initiative to promote courtesy is called #pleaseMAY

This week is both Dying Matters Awareness Week and Dementia Awareness Week – expect announcements and media coverage in the week ahead.

Our 12th Annual Conference starts tomorrow and will be taking a timely look at implementation of the Care Act and, in particular, its implications for providers. I am pleased to be able to report that the event is full once again and I am sure that lively debates will take place in Reading – #NCF2015. I look forward to catching up with as many members as possible.

SECTOR NEWS

Alistair Burt MP appointed Minister of State for Care

Alistair Burt MP has been appointed minister of state for care and support at DH. He replaces Norman Lamb, Liberal Democrat. See Alistair’s responsibilities here. He entered parliament for the first time in 1983 and is the Conservative MP for north east Bedfordshire. read more

Alongside this news, Jeremy Hunt has been reappointed as health secretary after the Conservatives won an outright majority in the General Election. Hunt was first appointed secretary of state for health in September 2012, replacing Andrew Lansley. The coalition’s Health & Social Care Act 2012 (H&SCA 2012) was widely considered to be the biggest NHS reform since its inception. It received royal assent in March 2012. The Act’s changes include abolishing primary care trusts and strategic health authorities, and introducing clinical commissioning groups. In February 2015, think-tank The King’s Fund lambasted the coalition’s H&SCA 2012 in a report titled ‘The NHS under the coalition government’. Burnham has repeatedly called for the H&SCA 2012 to be repealed, and has said that section 75 regulations equate to an increasing privatisation of the NHS.

On his reappointment Jeremy Hunt wrote, “My biggest priority now is to transform care outside hospitals - just as we have dramatically improved the quality of care inside hospitals in the last few years. All of us want every single older and vulnerable person to be treated with the highest standards of care - so we need a step change in services offered through GP surgeries, community care and social care. That is my mission, and I know it is the mission of the whole NHS too. I look forward to working with our brilliant frontline professionals to truly make our NHS the safest and most caring healthcare system in the world”. read more

The Rest of the Ministerial Team at the DH

Alistair Burt MP, Minister of State

Ben Gummer MP, Parliamentary Under Secretary of State

Jane Ellison MP, Parliamentary Under Secretary of State

George Freeman MP, Parliamentary Under Secretary of State

David Prior, Parliamentary Under Secretary of State (previously chair of CAC)
Rob Wilson has been reappointed minister for civil society. He was first appointed as minister for civil society in September last year, after his predecessor Brooks Newmark resigned following tabloid revelations of inappropriate communications with an undercover reporter. Wilson was the shadow minister for higher education from 2007 to 2009, opposition whip from 2009 to 2010, and has served as parliamentary private secretary to the chancellor of the exchequer.

Other appointments of note:
The Rt Hon Greg Clark MP becomes Secretary of State for Communities & Local Government
The Rt Hon Sajid Javid MP becomes Secretary of State for Business, Innovation and Skills
Anna Soubry MP becomes Minister of State (Minister for Small Business) and attends Cabinet
The Rt Hon Iain Duncan Smith MP continues as Secretary of State for Work and Pensions
James Wharton becomes Parliamentary Under Secretary of State at the Department for Communities and Local Government with responsibility for the Northern Powerhouse
Marcus Jones becomes Parliamentary Under Secretary of State (Minister for Local Government) at the Department for Communities and Local Government
Justin Tomlinson becomes Parliamentary Under Secretary of State (Minister for Disabled People) at the Department for Work and Pensions
Ros Altmann becomes Minister of State (Minister for Pensions) at the Department for Work and Pensions
Labour’s Andy Burnham, has also been reappointed to his role as the Shadow Health Secretary.

Health and social care: three priorities for the new government
As the dust begins to settle on the new government The King’s Fund has set out the three priorities it faces in health and care. The NHS is facing its biggest challenges for many years, whilst pressures on social care are escalating. The challenge for the government will be to strike a balance between addressing unprecedented short-term pressures and initiating the long-term changes needed to place the NHS and social care on a sustainable footing.

DoLS caseloads rose ten-fold in year after Supreme Court ruling
Local authorities have seen deprivation of liberty safeguards (DoLS) caseloads rise more than ten-fold in the year after a landmark Supreme Court ruling triggered a surge in referrals official figures show. Figures submitted to the health and social care information centre from 116 of 152 local authorities in England showed that 113,300 DoLS applications were received in 2014-15, more than ten times the 10,900 cases the councils handled in 2013-14. read more

Dying Matters Awareness Week
The sixth annual Dying Matters Awareness Week (18-24 May) starts today. From death cafe’s and cemetery heritage walks, to art exhibitions, drop-ins and radio takeovers, there are hundreds of events planned all around the country. We’ll be sharing the results of our public attitudes survey with you at the beginning of next week, but in the meantime here are some final tips to help support your activities. read more

Britons failing to talk about dying and risking leaving it too late to make wishes known
Millions of people in Britain risk missing out on having their end of life wishes met and leaving their affairs in a mess for their families to sort out because they haven’t planned for their death, according to a new study released by the Dying Matters Coalition. Today’s ComRes research, released to coincide with Dying Matters Awareness Week (18-24 May) finds that although the majority of us think it is more acceptable to talk about dying now than it was 10 years ago, discussing dying and making end of life plans remains a taboo, as a majority think that people in Britain are uncomfortable discussing dying, death and bereavement.

Influencing decision makers and commissioners - new free online training course
NCVO has produced a new online course on influencing decision makers. It’s free to all. Through this practical four part course, funded by the cabinet office, you will learn how to influence decision makers and
commissioners. NCVO will support you in defining your approach, identifying your target audience and evaluating your progress.

By the end of the course you will:

- feel confident about putting together a plan of action for influencing
- get more clarity on your target audience
- be able to tailor your message as appropriate and evaluate your progress.

Provider roundtable: new models of care programme
Sharon Blackburn attended and participated in this event on behalf of the NCF which was organised by NHS England. If NCF members are involved in any of the vanguards (29 in total of which 6 involve care homes) then Sharon would love to hear from you about how they are progressing.

Community Care Live
I participated in a panel session on the dementia strategy to offer a provider perspective on best practice at the Community Care Live event held in Birmingham on 12 May – see my recent blog for further detail. On 13 May I presented at a conference on procurement held at the Cambridge University.

Health, housing and care – integration, prevention and new policy direction
The Leadership Centre hosted the first opportunity for a discussion on the general election results on 14 May with a roundtable on integration of housing, health and social care. The event considered the need for a systems leadership approach and next steps include a report on the event for dissemination and a follow up meeting in the autumn.

Complete NCCSC survey and win a £25 voucher
The NICE Collaborating Centre for Social Care (NCCSC) is conducting a survey to assess the impact of our web resources relating to the mental wellbeing of older people in care homes and dementia and to inform their future work. They are particularly interested to hear from people who work with older people in care homes and people who work in dementia care. read more

New group commercial director for Barchester
Barchester Healthcare has appointed Dominic Kay as its new group commercial director. He was previously commercial director of Four Seasons Health Care where he worked for 10 years.

Inspiring images of social care 2015: the shortlist
See the amazing photos shortlisted for the 2015 Community Care photographic competition

Dame Judi Dench becomes Patron of NCPC
The National Council for Palliative Care (NCPC), the umbrella charity for all those involved in palliative, end of life and hospice care in England, Wales and Northern Ireland, is delighted to announce the appointment of Dame Judi Dench as a Patron. read more

POLICY and REGULATION

Deprivation of Liberty Safeguards – monthly summary statistics quarter 4 2014-15
For these statistics (from HSCIC) three data items are collected by local authorities on a quarterly basis including a monthly breakdown, at an aggregate level. The fields collected are the number of DoLS application requests made, and of these, the number of requests granted and not granted. Data is collected on a quarterly basis, covering the period 1 April 2014 – 30 September 2015.

CQC/Trade Associations meeting
Sharon Blackburn represented NCF at the CQC/Trade Associations meeting held on the 13 May. Quality ratings as always were discussed. We were advised that CQC are prioritising the schedule of inspections for a range of reasons which may be impacting upon the inadequate rating being higher at this point in the cycle. In the last fortnight the percentage of services rated as inadequate has reduced slightly.

NCF Weekly Update to members 496 – 18 May 2015 3
Health and social care in prisons and young offender institutions consultation: closing date 24 May. This may be important for members who provide home care and may through the commissioning route have been asked to provide home care into prisons. Sharon reports that she has received one member query regarding this.

CQC’s Experts by Experience programme costs £7m

More members of the public will be taking part in CQC inspections of hospitals, care homes, GP practices and other types of services from November this year. Around 475 people already take part in CQC inspections every month under their Experts by Experience programme, but this is set to rise significantly when new contracts for providing this service are procured. These contracts, worth an estimated £7m per year, represent the largest procurement by CQC to date. The new contracts will be divided into four regional lots allowing a consortia of both small and large organisations to join together to bid for the work. Contractors will be expected to meet three main sets of requirements:

- Quality and sustainability of the resource model, including demonstrating the ability to recruit, train, support and manage the performance of people who meet each of the Experts by Experience profiles CQC require. See more details of our requirements
- Volume and profile of experts required, including ensuring there are the right profiles of people able to support CQC inspection activity levels by appropriate deadlines
- Resource mobilisation and deployment, including using CQC’s Resource Allocation Tool and evaluating quality.

Earlier this year CQC made commitments in its new public engagement strategy to agree new contracts for the provision of Experts by Experience which would make better use of their unique experience and expertise. read more

New REPORTS and RESOURCES

Realising the value of person-centred care

National Voices has announced that the joint programme Realising the Value has now gone live, with the launch of the programme website.

Realising the Value aims to gather evidence on what good person-centred care looks like and its potentially wide-reaching benefits, such as better mental and physical health, cost savings and wider social value, for example strong community ties. National Voices is one of the partners in this programme, funded by NHS England and delivered by Nesta and the Health Foundation alongside Regional Voices, BAVCA and Volunteering Matters (which make up Voluntary Voices,) the Institute of Health and Society at Newcastle University and the Behavioural Insights Team.

Peer Support: what is it and does it work? new evidence review

Peer support has great potential to boost person centred care and is greatly valued by people who take part in it says Nesta and National Voices as they launched the review Peer support: what is it and does it work?

The review showed that there is a limited understanding of the different forms of peer support, how best to deliver support and the forms of training and infrastructure to get the most impact from it; so, further evidence is needed to fully understand the impact it has on the health service and individuals with long-term health conditions. The peer support literature review analysed over 1000 research studies on peer support from around the world to find out who is involved in it, the type of support provided and why. The findings showed that peer support can take many forms, such as informal telephone calls, group get-togethers and online forums or structured training.

The publication of the research coincides with the recent launch of Realising the Value – see above for more information.

Managing change in social care

Organisational change is an integral part of the life of a social care manager, either initiating within their own service or contributing to programmes begun elsewhere. Whatever their size, pace, objectives and approach, change projects encounter common challenges, including securing necessary support from key stakeholders, being clear about outcomes, co-ordinating activities to timescales and sustaining improvements. While the process of organisational change appears difficult in most sectors, social care has particular complexities due to the vulnerability of many of the people it supports, its interconnections with other professions and agencies, and the public scrutiny of failings in its work. This project by NIHR sought help from team and service managers by bringing
together generic evidence on organisational change within academic literature and the experiences of those who have led and participated in such initiatives in adult social care.

Developing an easy read version of the Adult Social Care Outcomes Toolkit

PSSRU The Adult Social Care Outcomes Toolkit (ASCOT) is a measure of social care-related quality of life (SCRGol) and is used as part of the Personal Social Services Adult Social Care Survey (ASCS) in England: an annual postal survey of all social care service users aged 18 and over receiving services funded (wholly or partly) by Social Services. The survey informs the Adult Social Care Outcomes Framework (ASCOF). ASCOT is also used by a number of local authorities in their internal evaluations and research, as well as assessments and reviews.

This review aimed to develop and test a robust Easy Read version of ASCOT. In particular, this research aimed to ensure that an easy read version is consistent with the standard version of ASCOT and that the easy read version is adapted to the needs of respondents with learning disabilities: the wording and pictures provide all the necessary information in an easy-to-understand format, such that respondents are able to answer the questions.

Policy impacts on home care services for older people

Social Care Elf research summary by Mike Clark provides a timely commentary on research into the impact of personalisation on home care services for older people and finds inherent tensions between choice, competition and the desire for improving the relational aspects of direct care.

Ageing in cities

OECD This book (featured in the latest update from the Housing LIN) from the OECD examines trends in ageing societies and urban development before assessing the impact of ageing populations on urban areas and strategies for policy and governance. It features 9 case studies from around the world, including one from the UK (Manchester).

Elder financial abuse research and training

Brunel Institute for Ageing Studies has produced this series of resources about elder financial abuse based on the experiences of professionals working in the social care, health and banking sectors in the UK. These resources aim to improve professionals' ability to identify elder financial abuse and know what sort of action should be taken.

New from SCIE

- Community-led services
  The roundtable event, run by SCIE, looked at how it's possible to identify, celebrate, support and learn from community-led activity. It identified practical steps that stakeholders can take to support community-led services and to share that knowledge with the sector including policy makers
- New to the Prevention Library
  The Prevention Library highlights emerging practice and research in the provision of prevention services in adult social care. New examples this month include Revitalise Holidays; supporting adults with disabilities and their carers through provision of a range of holidays at specialist centres. They also include Timebanking UK; building social capital through local support, training and support.
- Care Act support
  A reminder that the Care Act is now in force and SCIE has a lot of resources that can help you. From providing advocacy to help with assessment and eligibility, our resources are there for you

SCIE office move

SCIE is moving. The SCIE offices will be closed from 5pm on Wednesday 20 May until Tuesday morning 26 May (after the bank holiday). All SCIE websites will be unavailable while we move our servers. Their websites will be shut down from 5pm on Wednesday 20 May and aim to make these available again as soon as possible.

The new address is:

- The Social Care Institute for Excellence
  First floor, Kinnaird House
  1 Pall Mall East
  London SW1Y 5BP | 020 7766 7400
National Osteoporosis Society launches new resources

The National Osteoporosis Society recently launched two new resources for secondary fracture prevention to accompany their Fracture Liaison Service (FLS) Implementation Toolkit which was published earlier in the year.

- **Clinical Standards for Fracture Liaison Services (FLS)**
  FLS is recognised as the best practice model for preventing recurrent fractures. The FLS Clinical Standards set out, for the first time, the core standards that every FLS should meet to ensure patients are identified, investigated, informed and where appropriate receive interventions which are integrated with primary care and are supported by a framework of quality – the 5IQ approach. The Standards were developed by an expert authoring group, led by the National Osteoporosis Society and have been endorsed by 9 major professional bodies including the following FFA members: British Geriatric Society, British Orthopaedic Association, British Society for Rheumatology, Chartered Society of Physiotherapy, Royal College of Physicians and Royal Pharmaceutical Society

- **Fracture Prevention Practitioner online training**
  This online training course aims to enable Fracture Prevention Practitioners (FPPs) to deliver excellent health care using nationally agreed best practice standards to people with or at risk of osteoporosis and fragility fractures throughout the UK. This is the only course of its kind that provides the underpinning knowledge required to deliver best practice; competencies are being developed to provide assurance of this. The course has been developed by leading experts in the field of osteoporosis and has been reviewed by a number of leading practitioners across the UK. In addition, it has been reviewed by clinical experts affiliated to the National Osteoporosis Society. The training itself is open-access, although there is a £50 charge to take the final assessment and secure accredited certification

- **FLS Implementation Toolkit**
  The toolkit has been developed with support from professional and public bodies, to support commissioners and health professionals improve the care they provide to people with osteoporosis and fragility fractures. The toolkit contains a suite of fully editable templates that take some of the hard work out of establishing a new Fracture Liaison Service or developing an existing one.

New report on hopes and fears for health and care by older lesbian, gay, bi-sexual and trans people in Shropshire

SAND has been formed to raise community awareness and help local authorities, care providers and carers to address the fears and discrimination that may be experienced by older & old LGBT people and carers by overcoming prejudice in care, stopping negativity, protecting those who are vulnerable and encouraging openness about specific LGBT needs. Their research report is now available for you to download: Researching the hopes, fears, experiences, expectations of health and social care by older – and old – lesbian, gay, bisexual and trans people in Shropshire.

DEMENTIA

Changing practice in dementia care in the community: developing and testing evidence-based interventions

This report covers the findings of the EVIDEM (Evidence-based Interventions in Dementia) research and development programme (2007–12) which was designed to help change the situation of the influence of evidence on practice within real-life settings.

Peer support for people with dementia resource pack

The Health Innovation Network worked with The Alzheimer’s Society, Innovations in Dementia and community groups across South London to produce a resource pack to promote the importance of peer support opportunities for people with dementia. It brings together in one place evidenced based resources to help community groups and funders set up and run peer support groups, as well as guidance on how to make older people groups more dementia friendly.

Alzheimer’s Society promotes TV ad for Dementia Awareness Week

Here is a sneak preview of the new TV advert before it airs for the first time tonight.
END OF LIFE CARE

Second edition of Care after Death now available

The second edition of Care after Death: guidance for staff responsible for care after death is now available. It aims to help ensure that a person who has died is cared for and that there is well-coordinated support which respects the wishes of the deceased and their families.

Care After Death is aimed at the different professionals involved in care and support for people just before and after death, including: nurses, doctors, mortuary staff, ambulance staff, pathologists and funeral directors.

The updated guidance has been endorsed by many of the UK's leading health and care organisations, namely: the Royal College of General Practitioners (RCGP), the Royal College of Nursing (RCN), NHS Improving Quality, the National Nurse Consultant Group (Palliative Care), the Royal College of Pathologists, Hospice UK and the National Council for Palliative Care (NCPC).

Palliative and end of life care

Palliative and end of life care refer to the care of people who have an incurable and progressive illness. Members may find this parliamentary briefing helpful as it provides an overview of palliative care and its key components and challenges to providing high quality care.

MEDIA/best of the blogs

NCF blog – Why a united voice is needed more than ever

Des Kelly OBE, reflects on the questions and discussion which followed two panel presentations he participated in this week read more

Government's priority must be to fix Britain's broken social care system

The question of how to care for an ageing population was conspicuous by its absence during the election campaign – and now's the time to act writes George McNamara, Alzheimer's Society. read more

NCF blog – Residents give their views on care

Douglas Quinn, Chairman at Your Care Rating analyses the results from the latest Your Care Rating survey read more

When the wisdom of age isn't enough

By Jeremy Porteus, Director of the Housing LIN (Learning and Improvement Network) “In most areas of life there's something comforting about the idea of information and advice. As long as they are of sufficient quality, information and advice can provide a shortcut to sensible decisions.” read more

Analog Aging in a Digital World

It’s about time! By Jeanette Leardi, ChangingAging Contributor

Why is a care home in West Sussex ten times more likely to be classified as ‘inadequate’ than a care home in the West Midlands?

An interesting account of the variation in quality ratings by CQC in this blog by Mike Short from Care Sector Innovations. read more
MEMBER NEWS

Songs from an armchair – a book in praise of old age

This is the story of how nine indomitable women, with a combined age of nearly 800 years, unexpectedly found themselves writing poems. *Songs from an armchair* was created by writer Stephanie Smith and the residents of *Wisma Mulia*, a unique care home for the elderly in Gloucestershire: read more

Care Providers Alliance meeting

Sharon Blackburn represented NCF at the Care Providers Alliance on the 11 May. A range of topics were explored particularly around engaging with the new government.

NCF Practice Forum

The *NCF Practice Forum* met on 12 May. Dr David Foster, Department of Health, attended the meeting and presented on NMC Revalidation. The main focus of the meeting was to discuss NCF work that is underway regarding nurses working in adult social care and there was great engagement as usual from members. Dr David Foster strongly encouraged members to apply for national awards that sit outside of adult social care such as Nursing Times and Nursing Standard which have categories for nurses and care staff (both individual and teams). He is keen to see the excellent work from our sector promoted nationally, this is one way to do this. In addition he cited the Queen’s Award (not just for District nurses) and nominating people for the Honours Lists.

Mental Health Awareness Week 2015 marked by NCF members

This year Mental Health Awareness Week ran from 11-17 May and the theme was ‘mindfulness’. NCF member *Making Space* show how they got involved. There was a significant level of coverage of mental health issues and value of mindfulness in the media during the week. read more

AND FINALLY...

Have your say on the national minimum wage

The Low Pay Commission (LPC) whose recommended new adult minimum wage rates (which have been agreed by government and are due to start in October this year) is starting this year’s consultation programme with businesses/organisations/members that are affected by changes in the minimum wage and/or employ staff on low wages.

As part of their research and consultation, they would like to meet a number of social care organisations that employ staff on low wages/minimum wage that are impacted by changes in the minimum wage. They need to monitor and understand the challenges and issues these organisations experience. The *Low Pay Commission (LPC)* will be visiting areas across the UK to gather evidence on the national minimum wage and low pay. The Commission, whose purpose is to provide advice to the government on the national minimum wage would like to meet a number of people affected by low pay; to hear first-hand what impact the national minimum wage, youth and apprentice rates are having in the area. Any information received will be treated in confidence.

Visits Programme Locations

- Southwest (Plymouth area) June 11, 12
- Wales (Swansea) June 29, 30
- Scotland (Edinburgh - Falkirk) July 27, 29
- Central (Leicester) September 23, 24
- Northwest (Blackpool/Lancaster) October 7, 8
- Central London November 19
- Essex (Romford/Dagenham) November 25, 26

If you would like to meet LPC Commissioners or would like further information, please get in touch with Roz Hands or telephone 020 7211 8212 to arrange a convenient time and location.
EVENTS and WEBSITE NEWS

Links: NCF events | Sector wide events news | Job vacancies | Members news

These features are free for NCF members. Do please forward any position, news or event you would like us to promote.

Care Home Open Day | Friday 19 June 2015

Care Home Open Day will be held on Friday 19 June this year. Care Home Open Day is a UK wide initiative (with international support!) inviting care homes to open their doors to their local communities. Thousands of care homes across the UK take part each year, welcoming the public and arranging events and activities that help to create lasting links between care home residents and their local communities. It is about showing people what excellent care homes are really about and how they can be at the centre of local communities, developing relationships across the generations. To find out more visit the Care Home Open Day website

FREE ROAD SHOW | Care Act 2014 | Integration of Housing and Care in Practice

Monday 22 June 2015 1:00pm-4:45pm London, Skills for Care | Taunton, Bishops Hull House – 30 June 2015 – 1pm-4:45pm | Leeds, Shine – 1 July 2015 – 1pm-4:45pm | Birmingham, BVSC – 7 July 2015 – 1pm-4:45pm. more information

Come to Tea! Breakfast Briefing from Age UK and NAPA - Empowering Volunteers and Staff to improve the Health and Wellbeing of Residents

23 June 2015, 9:00 – 11:45 | Tavis House, 1-6 Tavistock Square, London, WC1H 9NA.

As part of the Cascade Training Programme, funded by the Big Lottery Fund, ‘Come to Tea’ has worked with 16 organisations to train over 500 volunteers and staff to support over 2200 older people to improve their health and wellbeing. Join Age UK and NAPA for a unique opportunity to find out how your organisation can be empowered to do the same. Please register your interest as soon as possible. More information can be found here


Dedicated care streams will allow you to hear sessions on: The Care Act Debate - implications and compliance; Improving the quality of social care through regulation; Next steps in dementia care; Beyond the Better Care Fund – moving towards total integration of health and care budgets in Sheffield. View the full programme Des Kelly will be presenting and Sharon Blackburn will be chairing stream for the full day, both on 25 June.

Enhanced health in care homes | 2 July 2015 | Kings Fund, London

Developing integrated care – what role to care homes play?

This timely conference will look at how local areas can join up services for people living in care homes. Des Kelly will be presenting

Des Kelly OBE | Executive Director | National Care Forum

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@NCFteam