

Carefully

Newsletter of the LCA

Autumn 2006



Representing
Providers of Quality
Health & Social Care

LCA Conference and Exhibition 2006

The Future isn't 'business as usual'
27th September,
Dunkenhalgh Hotel and Spa (j7) M65.

Main sponsor  **RBS**
The Royal Bank of Scotland



There will, as ever, be high profile speakers from across the sector addressing national and local issues. The programme includes: William Laing (Laing & Buisson), Professor Bob Hudson (Durham University), Richard Jones (Lancashire County Council), Julia Reay (Lonsdale Carers), Keith Lewin (Brunswicks LLP), Jennifer Jaynes (Blackpool Borough Council) and a CSCI representative.

Note, too, that there is Charity Gala Dinner on the evening of the Conference, sponsored by **CareAware** Contact Sarah Luton, LCA Administrator on (01772) 455574 for details and or a booking form.

Topics and Themes:

Regulation: Changes in regulation and inspection are with us now (and the flow of constant change will see CSCI morph into a new body in due course having hardly established itself. Getting the right mix of proportionality, safety, robustness and fairness into the process still seems to be a way down the line. The lack of a 'right of reply' to a process that is not yet by any means robust remains the biggest flaw. An unregulated sector built on

direct payments and individual budgets may bring unintended destabilising consequences. There will be an afternoon session covering regulation pairing a CSCI speaker with Keith Lewin, from Brunswicks LLP.

Funding: Having a grown-up, honest, debate about exactly how much it costs to provide good care has been stimulated nationally by the Wanless report (March 06) and by our work with Laing and Buisson (which William Laing will have more to say about). Across Lancashire the work we've done on the 'Fair Price for Care' is being carried on into the Dept of Health and forward into a 'Fair Price for Home Care' through, particularly, the Lancs 'Social Care Partnership' (LCC, LCA, UKHCA). We expect to have completed the work updating the Fair Price for Care figures (with Laing and Buisson) by conference.

Policy and Commissioning: Interpreting policy is as hard as reading the runes and Prof Bob Hudson will bring his clairvoyant skills help us make sense of national policy on health and social care. Policy needs to translate into service delivery and a crucial part in this transfer is how local authorities manage their role and how they work with the independent sector. Richard Jones (LCC) and Jennifer Jaynes and colleagues (BBC) will be

looking at the local context of partnership working and commissioning care services. BBC will specifically look at dementia services (with an additional briefing on the Mental Capacity Act). From LCC we'll have a broader view of the work of the Social Care Partnership in relation to care homes and domiciliary care commissioning, 2006 on.

Users and carers: People who use services should be more at the centre of how their care is determined, at all levels; this is undoubtedly true. It is also true that the extent of demand and levels of need dealt with by the sector (both in care home and community settings) are so much higher now and the challenges involved in chasing excellence in an underfunded sector harder. Lonsdale Carers will organise a session around carer needs.

Have your say: With Q&A sessions through the day you'll also have the chance to have your say or raise questions from the floor. You can also 'email us your questions' to any of the speakers for us to ask on your behalf on the day or to get a written reply to. Mail: paulsimic@lancashirecar e.org.uk

Don't Miss It! Other sponsors will contribute on issues of interest to providers; RBS, CareAware, FireCo and JLA.

LCA is supported by the Energy Advisors Ltd – 01629 581400 – Working to keep your energy costs down

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News Release



David Potter, Head of Healthcare North West comments on Financial Markets Risk Management for Healthcare Professionals



The Healthcare sector is becoming increasingly active in its use of financial services with a common theme being the need for longer term finance, typically driven by improvements and investment in infrastructure and services.

Taking advantage of longer-term finance can place the healthcare operation on a firm financial footing, but it can also expose it to risk in terms of the uncertainty surrounding future interest rates. An added complexity for the healthcare operator is the long term impact that changes in the Retail Price Index can have on their operation with income streams from either rent or patients / residents linked to this index.

The approach taken by RBS Treasury Solutions is to place financial markets risk management at the centre of our customers' longer term financial planning. To achieve a detailed level of understanding of our customers' issues requires a depth of knowledge of the healthcare sector that can only be gained by specialism. This is why our financial markets risk management specialists in our Treasury Solutions teams concentrate

on this business, working closely with our dedicated Commercial Banking Healthcare teams.

By working together we can provide our customers with an integrated finance and risk management package of services that are geared towards the specific issues the healthcare business faces.

Why should the healthcare professional consider interest rate management? The alternative is, of course to do nothing. However taking a longer-term view shows us that interest rates historically have been volatile, ultimately impacting on the borrowing costs and cash flow of healthcare operators. For many, it is the uncertainty of future interest rate movements that they wish to avoid and the knock on effect that this could have on their borrowing costs and profitability. Hence we see a greater emphasis on certainty in cash flow planning and budgeting and the need to protect against a critical level of rates where the viability of a healthcare project becomes marginal.

In all circumstances, the importance of considering a range of hedging alternatives should be stressed as no single approach will suit all cases. The individual mechanics of, for example, a residential care home's cash flow will be quite different from that of a health centre or medical practice, making some solutions potentially attractive to one but not the other. The key is to consider a range of alternatives and make an informed decision based on individual requirements.

A growing number of borrowers in the healthcare sector are now also seeking ways to gain protection against the uncertainty of future movements in the Retail Price Index (RPI), the universally accepted measure of price inflation in the UK.

Many of these customers have entered into longer term projects where the income stream from either rentals or residents' payments is linked to movements in RPI. The majority of these projects also involve longer term property finance.

For example, some investment property developers with public sector tenants from the healthcare sector have an obligation to have rental reviews based on RPI movements. Given that movements in RPI are uncertain, leading to unknown variable income, this can have an effect on the amount of funding available where a key element of the lenders decision making process centres around the stability of income streams.

Inflation hedging is a method of addressing this issue, meaning that a borrower can take the uncertainty out of lending propositions where future rental income is linked to RPI. This can improve the strength of the customer's borrowing proposition, potentially increasing the amount that would otherwise be available to borrow.

We are increasingly seeing customers in the healthcare sector managing both of these issues – interest rate management on their core borrowing and inflation hedging driven by the nature of their property leases. Essentially we see it as part of the same issue, broad based financial risk management, which we believe our integrated approach with our banking colleagues is well placed to address.

For further information please contact [Caroline Pick](#) Regional Media Relations Manager Tel: 07769 910899

Registered Suppliers List 2007: Submit Your Recommendation

Look out for the RSL 2007, our second RSL publication. LCA is currently working on the Registered Suppliers' List (RSL) for 2007. We learned a lot from our first run through and we aim to get a good quality, practical, and useful RSL out for early 2007. If you have a company whose work you've been impressed by please submit your suggestion to LCA saying who you recommend and, crucially, why, in a sentence or two, with contact details. Your recommendation is given in confidence. The aim of the list is to be more than a directory listing. It is to use the strength of the LCA to build up a list of recognised quality providers who can help you do your job well.

Please contact Andrew Pearson on andrew.pearson@lancashirecare.org.uk with your recommendations.

Or contact Sarah Luton on tel: (01772) 455574

Safe and Sure CRB



LCA is sad to see Hazel Bingham, LCA's CRB administrator for the last two years, move on but happy to say hello to Shirley Bennett who's quickly slotted in and doing a sterling job. We must remind people that the CRB are still in the process of reducing the number of registered bodies and LCA is one of those who expect to expand their services as a result. We already process about 3,500 applications pa. Don't be left without a service: join 'LCA's Safe and Sure CRB' Paul Simic, CEO.

Update: Application Errors!

From the beginning of August 2006 the Criminal Records Bureau have begun rejecting and returning any application forms that are illegible and do not follow the application guidelines. These applications will require a new form to be submitted. To try and avoid 'time wasting' I will be issuing a helpful short list of do's and don'ts to all Safe & Sure CRB members throughout the month of September. Please refer to the list when completing future applications.

The return rate of CRB applications is on the rise and I would like to take this opportunity to stress how important it is that they are completed clearly and correctly.

Shirley Bennett 'Safe & Sure CRB', administrator

LCA: 'Feel The Force'

At the 2006 AGM the LCA's board recognised the fact that although significant progress has been made in both ensuring the LCA's long term financial security, and improving the effectiveness of its role, there were still areas in which there was scope for improvement.

One of the areas highlighted was that of communication, or more specifically the need to improve communication channels between the LCA and its membership and I am pleased to announce that very significant steps have already been taken towards achieving this.

The coming months will see the extensive redesign of both 'Carefully' and the LCA website with the intention being to ensure that both of these currently undervalued and under utilised areas become far more effective sources of information and interactive discussion.

Plans are already well under way to achieve these goals as quickly and efficiently as possible, but before these plans can be finalised we need your input. What improvements would you like to see? More product information? Additional services? Easier access?

The real strength of any organisation lies in its membership, the more active and committed the membership, the stronger the organisation can become. In the LCA the care industry in Lancashire has a hugely powerful, respected and committed organisation so please use it.

Over the coming weeks I will be contacting you all either by phone, or in person if you prefer, to listen to your views.

Andrew Pearson

LCA - Staff Who's Who?

Paul Simic – Chief Executive
Sarah Luton –
LCA Administrator
Shirley Bennett –
CRB Administrator
Jack Moorehead –
LCA@Work Administrator
Katy Mercer –
Outreach Worker
Ian Humphreys –
Outreach Worker
Julie Bisset – Outreach
Worker

Lancashire Care Association
Centurion House
Centurion Way
Leyland
Lancashire
PR25 3GR
Tel: 01772 455574
Fax: 01772 458885
Website: www.lca.ik.com

If anyone has any immediate suggestions please feel free to contact me through the office on 01772 455574 or via email andrew.pearson@lancashirecare.org.uk

Should you wish to become an LCA member, a Safe & Sure CRB member or both... please contact, Sarah Luton, LCA Administrator or Shirley Bennett, CRB Administrator.

LCA@work Update

LSC: LCA has completed phase two of a 'Train to Gain' project.

The final report has been sent in to LSC and a summary will go up on our website once finalised. Thanks to everyone who contributed. Thanks to Katy Mercer who worked so diligently on the project.

On the work we do with **Lancashire Workforce Development Partnership** we are continuing to have the services of our outreach workers (Ian, Julie and shortly, Katy, moving over from the LSC project) to visit you and discuss training issues and opportunities funded through LWDP. A key element in LWDP's work has been the free provider licenses to use 'Lancashireplan'. There are more and more businesses using Lancashireplan every day. If you are a provider or a trainer and you are not already on the system: Don't miss out - Find out. Contact us at LCA or LWDP. www.lwdp.org.uk

Assuring the Learning Journey Funded through the LWDP, this exciting project is to research the feasibility of insuring training. This is a 3-4 month project, and we are working with Alice Waite from Quadrant Training International to research this for LCA.

LCA@work Update from: Jack Moorehead.



"Your Health...Central Lancashire Health and Social care, Intermediate Care"

Following the Intermediate Care review in Central Lancs, Chorley & South Ribble and Preston PCTs, with Lancashire County Council, are now progressing to the implementation of the proposals within the Review. This is around the development of Transitional services as a whole for people experiencing a change in their Health and Social care needs or requiring increased support following an Acute health care crisis. The whole Transitional service will incorporate the current Intermediate service but will widen the scope of these services to develop areas such as specialist Community Stroke services and Rest and Recovery services that allow for higher level support needs and lengthier timescales than the 6 week basis for I/C and, ultimately, access to services that focus on a Re-ablement agenda within an Integrated Health and Social care system. Initially, both PCTs are developing Community Stroke teams and Chorley & South Ribble will be seeking expressions of interest in providing Intermediate Care/Rest and Recovery services at Nursing Home levels of need to augment the current service. A 12 month implementation plan for the review has been drawn up. Further information is available from Maureen Heyes or Alex Walker at Chorley & South Ribble PCT - alex.walker@chorley-pct.nhs.uk or maureen.heyes@chorley-pct.nhs.uk

POPPS news:

Falls strategy and Partnership for Older People's Projects (POPPS). The multi-agency Central Lancashire Falls strategy is publicly available on the website www.preventfalls.co.uk. Recruitment to a community based team across Central Lancashire is currently taking place. Following a successful Nurse Practitioner and Pharmacist support pilot to Care Homes in Bamber Bridge, Lancashire County Council, Central Lancashire PCTs and all their partners, including LCA, are developing a POPPS bid to widen and extend the pilot. The pilot resulted in significant reductions in Falls, Fractures, GP and Ambulance call-outs within the homes, as well as appropriate prescribing to all Residents (CSIP noted that one of the homes was the only one they were aware of, where no residents needed sleeping tablets!). As well as rolling out this approach across the area and within the community, the bid will look at developing alternative services to prescribing that maintain Physical and Mental Health, such as Exercise and Balance training and Cognitive Behaviour Therapies. The bid will be submitted to the DoH in late October.

Alex Walker, Chorley and South Ribble PCT

Domiciliary care and Medicines Management:

Handle with (extreme) care'

LCA is seeking to clarify policy and practice issues around medicines management and waste management and we'll get back to you as soon as we have useful information. In the interim, and just on the issue of domiciliary care and administration of medicines, our advice is that domiciliary care staff are not able to 'administer' medicines. They are not trained for it, there is no structure of professional supervision relating to it, administration of medicines is unlikely to be covered by your insurance (except by a major hike in cost), and there are no agreed protocols around safe handling within the person's home. 'Prompting' and 'reminding' are different matters but there is a clear and unequivocal distinction between merely reminding someone who is capable of managing their

medicines, and who usually does do so, and actually taking charge, effectively, of those medicines and administering them within the home, especially where the person may not have the capability unaided. Administering medicines is NOT, in LCA's view, part of the duty of domiciliary care staff even where staff may have received some basic training.

It is, looking at it more broadly, also questionable whether this is any part of the 'social care' role that represents the care worker's remit, certainly at this stage, and it is something that should be subject to some detailed discussion between providers, social care commissioners and health care commissioners.

Mike Wood, LCA Chair