

## Dignity in Care Charter

Care providers across the county joined with representatives from Lancashire County Council and the Lancashire Care

Association to mark the launch of a new Dignity in Care Charter for elderly people on May 13th 2008.

The Charter is a joint initiative between Lancashire County Council and LCA through the Lancashire Social Care Partnership, which represents the providers of social care in Lancashire. It is a public statement that care providers and commissioners of services have agreed to, and underlines what a person can reasonably expect when they need and use care and support services in Lancashire.

watchword for quality care, whether in a care home setting or for those who receive support in the community.

The Charter was officially signed and launched by County Councillor Chris Cheetham, cabinet member for Lancashire County Council's Adult and Community Services, and Ken Nolan, a director of Lancashire Care Association; and recognised the good work that has been going on between the two organisations over the past few years.

The aim of the charter is to help create a care system where there is zero tolerance of abuse and dignity in the care is a the



County Councillor Chris Cheetham said: "There is a commitment from all care providers that people facing residential care, and their relatives, will be treated with dignity and respect. People want independence and to feel in control of their lives..." Richard Jones, executive director for Adult and Community Services at Lancashire County Council, added: "We have a clear moral purpose to deliver the best possible service to vulnerable people".

Ken Nolan from LCA, Cllr Chris Cheetham and Mike Webster from LCC, watch the on-line signing of the Dignity in Care Charter

# The first Lancashire Learning Together Workshop

As part of the programme of work of the Social Care Partnership it had been agreed that Lancashire County Council and LCA would establish a series of joint workshops that would bring independent sector providers together with council operational staff. The work of the Partnership had already developed good working relationships at strategic level and it was recognised that to advance the aims of strategic partnership it was necessary for there to be regular joint

workshops between council operational staff and independent sector staff.

The half-day session was very well attended with 140 people at Farington Lodge in Leyland. The programme covered the Dignity in Care Charter, including some good practice examples of how to influence day to day practice in the care setting with the Charter principles, issues around 3rd and 1st party 'top-ups', the payment of gross

fees, process and procedures, and the issue of self-funders and the importance of asset planning and management to the social care system.

There is to be a domiciliary workshop on Tuesday 1st July 2008, at Farington Lodge which will include a focus on the personalisation agenda and its impact on domiciliary care commissioning.



Standing room only at the first Lancashire Learning Together Workshop



Paul Simic outlining the importance of asset management in any planning of social care funding



Steve Newton, John Hannah and Alison Cartwright, answering questions on the DH Dignity In Care toolkit, on 'top-ups' and on gross fees

## LCA Members Featured Stocks Hall Group

### 'Continuing Confidence in the Future'

The Skelmersdale based Stocks Hall Group continues to expand and develop its services to the Residential and Domiciliary sectors.

In addition to the four Homes across Lancashire, the company has just opened a new purpose-built 54 bed Care Home with Nursing in St Helens, bringing the total number of registered beds to 270.

Stocks Hall, St Helens provides high quality care in an elegant and contemporary environment. The bedrooms are generous in size, beautifully furnished and have access to broadband, sky and telephone points. All have an en-suite shower room. The Home has 4 distinct units, which all have their own lounge and dining rooms as well

as domestic style kitchens. Luxurious Jacuzzi rooms and spa bath facilities are provided.

The registration at St Helens includes both a 15 and 12 bed unit for the needs of adults aged 18 plus, with a physical disability, a 15 bed unit for those with early onset Dementia or



Alzheimer's disease and a 12 bed unit for specialist care required by the PCT's and Social Services.

The Andrew Smith Nursing Home in Nelson has recently been awarded Preferred Provider status by the Multiple Sclerosis Society, with an initial requirement for two beds. Staff are going to London early in May for specialist training.

Stocks Homecare are currently expanding their organisation in the Leigh and Wigan areas to meet an

increasing demand for their care at home service. They will be opening of a new office in Leigh during May to provide more efficient support to staff previously working out of the Skelmersdale office.

The company has ambitious plans for the ongoing refurbishment and upgrading of their existing Homes and offices to ensure that high standards are maintained both in the care environment and the provision of support services.

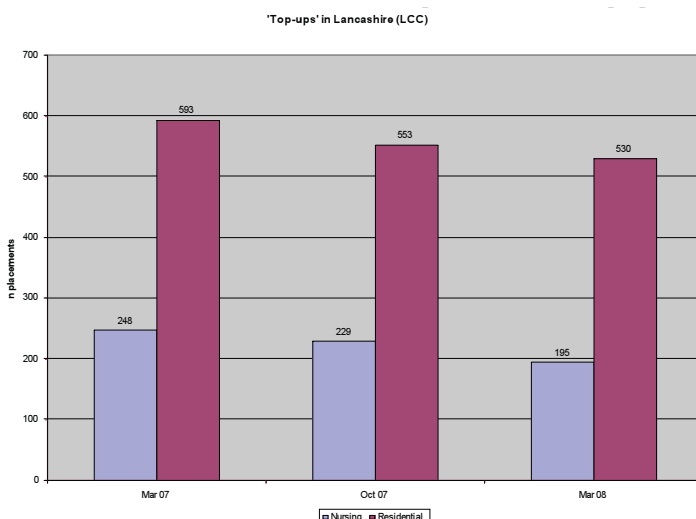
Note: If you are a quality provider and a member of LCA and want your care business featured in carefully contact [sarah.luton@lancashirecare.org.uk](mailto:sarah.luton@lancashirecare.org.uk)

## LCC Data on Fair Price and on 'Top-Ups'

Lancashire Fair Price data - The Social Care Partnership has some preliminary 2008 data tracking the impact of the Fair Price work on 'top-ups' and on updated figures from staff training and physical environment scores for care homes, both of which help calculate a Fair Price score (which places homes into one of four bands attractive a

differential fees rate related to the proximity to the calculate Fair Price).

Top-ups: The diagram below shows a slight but clear trend downwards in the use of 'top-ups' in the LCC area. The data seems to indicate an inverse relationship between use of 'top-ups' and a Fair Price.



## Launch of CSCI Star Ratings

97% of care is rated as adequate, good or excellent under the new ratings system. Only 3% is rated as poor. Lancashire does particularly well with nearly double the rate of 'excellent' care home providers in the LCC area. Domciliary care, too, is well above the national average. Log on to [www.csci.org.uk](http://www.csci.org.uk) for further information.

## Fair Price Banding – Training and Banding Movement Statistics

The number of care staff trained (having NVQII or above, in the LCC area) has risen from 44% in 2006 to just under 70% in 2008 (with a further 14% in training). The work of the workforce partnership (LWDP) continues to drive

training and workforce issues in Lancashire.

Even more striking is the movement in homes up the Fair Price bands with 28% in Band 1 in 2006 to moving to 58% in 2008.

## Lancashire Fair Price Review

Lancashire County Council, Blackpool Borough Council and Blackburn with Darwen Borough Council have agreed to jointly review the working of the Fair Price

model across Lancashire (cf. "Care Home Fees for Older People in Lancashire.." P. Mickelborough, Laing and Buisson, 2004).

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

## Top-Ups

The fact that the Lancashire Care Association and Lancashire County Council have agreed a strategy for fees to be paid gross - the process is already under way for establishing payment gross - means that 'top-ups' will be more visible and subject to scrutiny.

Nb. 'Top-ups' - the discussion point, and LCA's view, is that the name 'top-ups' is now a misnomer as it does not reflect payments for 'extras', which was what they were intended to be for. It is more accurate to refer to them a care 'contribution' in the same way that the RNCC is a contribution to the costs of care. There

needs to be a considered approach as to how this is to be looked at openly and fairly. Government policy requires a substantial amount of private funding in the system (CSCI pointed out in their last 'State of Social Care' report that almost half of the funding in social care was from private money through fees and

charges). Lancashire Council and Lancashire Care Association are leading the way on this sensitive area with a period of discussion in the strategic partnership on Self-Funders' issues, including an examination of asset management and planning in social care funding.

## LCA - Staff Who's Who?

Paul Simic – Chief Executive  
Sarah Luton – LCA Administrator  
Deborah Baldwin – CRB Administrator  
Katy Mercer – Outreach Worker  
Julie Bisset – Outreach Worker  
Pat Blakey - Outreach worker  
Andrew Pearson - Marketing Consultant

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## Green Paper Consultation Period Announced

Secretary of State Alan Johnson announced the start of a 6 month consultation on care funding (week beginning 12th May. LCA will be preparing its own formal response which will include key points: it is possible to take an evidence-based approach to examining care costs (e.g., the 'Fair Price' model) and use that both to inform government and in the local setting to help shape the care sector (as is happening in the LCC area); asset management is going to be central to any government social care funding strategy. Pass your views on to [paul.simic@lancashirecare.org.uk](mailto:paul.simic@lancashirecare.org.uk) .



Safe & Sure CRB  
Registered Body for the Criminal Records Bureau

## Safe & Sure CRB

For more information please follow the link: [http://www.lancashirecare.org.uk/safe\\_&\\_sure\\_crb.asp](http://www.lancashirecare.org.uk/safe_&_sure_crb.asp) or contact Deborah Baldwin, CRB Administrator on (01772) 455574.

## Dates for your diary...

LWDP Celebration Event

Blackpool Borough Council/LCA Care Providers Workshop

LCA/LCC Joint Domiciliary Seminar

LCA Board & AGM

Social Care Partnership Steering Group Meeting

LCA Annual Conference & Exhibition 2008

- Wednesday 28th May
- Thursday 5th June
- Tuesday 1st July
- Wednesday 25th June
- Friday 11th July
- Thursday 25th September