

*Dear Colleague,*

Following the success of the 1st National Care Homes Congress in 2008, this is the second national congress aimed at providers and suppliers to private, voluntary and public sector care homes. It takes the form of four 2-day conferences merged into one single event examining and presenting the evidence for best practice in care homes offering care to older people.

The Congress provides middle and senior management with the perfect annual opportunity to get together, network and examine and report on the evidence for what should be happening in care homes.

As you will see, the Congress examines the pressing issues for care homes, including implementing the National Dementia Strategy, personalisation, mental health and end-of-life care. There is also an active social programme with a wine reception, breakfast workshops, a Congress buffet dinner and plenty of space in the exhibition for networking.

The National Care Homes Congress is already established as the single event which, supported by ECCA, NCA, NCF and RNHA, draws all staff together to learn from and teach each other. It is a must-attend event for all those seeking to implement, evidence based best practice in modern care homes.

With warmest wishes,

*Dr Richard Hawkins*

Editor-in-Chief  
Caring Times

SECOND  
NATIONAL  
**Care  
homes**  
CONGRESS  
2009

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NATIONAL  
**Care  
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CONGRESS  
2009

June 24th - 25th,  
Clarendon Suites,  
Birmingham  
**The UK's most important  
care home event**

**Main Sponsor**



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English  
Community Care  
Association



**Organised by CARINGTIMES**

## 9.00 – 9.45 Registration & exhibition viewing

### Plenary Session

9.45 – 9.50	Introduction, Dr Richard Hawkins, Editor-in-Chief, Caring Times
9.50 – 10.00	Introduction from chair, Gillian Dalley, Chief Executive, The Relatives & Residents Association
10.00 – 10.30	<b>Residents &amp; care staff of MHA Care Group, Stratford upon Avon</b>
10.30 – 11.00	<b>What will another change of regulator mean to care homes?</b> Frank Ursell, Chief Executive, RNHA

## 11.00 – 11.30 Tea, coffee & exhibition viewing

### Parallel Session: Issues for implementing the National Dementia Strategy in care homes

11.30 – 12.10	<b>What, in practical terms, does the National Dementia Strategy (NDS) mean for care homes?</b> Deborah Sturdy, Nurse Advisor, Older People, Department of Health
12.20 – 1.00	<b>Inspecting the experience of people living with dementia in care homes: The impact of the National Dementia Strategy.</b> Professor Dawn Brooker, Director, University of Worcester Association for Dementia Studies
1.00 – 2.00	Lunch & exhibition viewing - see Lunchtime sessions box
2.00 – 2.40	<b>An inspector's perspective of the NDS</b> David Francis, formerly Business Relationship Manager, Commission for Social Care Inspection
2.50 – 3.30	<b>The Trouble with Training – finding tools that work.</b> David Sheard, Director, Dementia Care Matters
3.30 – 4.00	Tea, coffee & exhibition viewing
4.00 – 4.30	<b>End of life care and dementia</b> Karen Harrison-Dening, Consultant Admiral Nurse (for dementia) and co-author of the NCPC publication 'Out of the Shadows: end-of-life care for people with dementia'

### Parallel Session: We need leaders

11.30 – 12.10	<b>Networking, speed-dating style! Meet lots of colleagues with similar experience and learn from their successes (and failures)</b> Dr. Richard Hawkins, Editor-in-Chief, Caring Times
12.20 – 1.00	<b>Effective leadership and how it benefits the care service</b> Sharon Blackburn, Director of Policy and Communications, National Care Forum
1.00 – 2.00	Lunch & exhibition viewing - see Lunchtime sessions box
2.00 – 2.40	<b>Leading from the front: a manager's perspective</b> Cheryl Wanklyn, Regional Manager, Hallmark Healthcare
2.50 – 3.30	<b>Why do you get out of bed in the morning?</b> Jude Sweeting, Development Officer Dementia, NHS Westminster/Adult Services
3.30 – 4.00	Tea, coffee & exhibition viewing
4.00 – 4.30	<b>Turning a failing home around</b> David Perry, Group Vice Chairman and Euan Macleod, Chief Operating Officer Scotland, European Care
4.30 – 5.00	<b>Measuring staff behaviours as an indicator of good management</b> Jackie Pool, Director, Jackie Pool Associates

## Parallel Session: Older People's Mental Health

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|---------------|--|
| 11.30 – 12.10 | <b>Dementia/mental health networking, speed dating style!</b><br>Jackie Pool, Director, Jackie Pool Associates   |
| 12.20 – 1.00  | <b>Fair enough, we need to reduce anti-psychotic/sedative medication, but how do we do it?</b><br>Dr. Amanda Thompsell, Consultant Old Age Psychiatrist, Southwark, Lewisham and Lambeth Primary Care Trust              |
| 1.00 – 2.00   | Lunch & exhibition viewing - see Lunchtime sessions box  |
| 2.00 – 2.40   | <b>Effective interventions in the treatment of challenging behaviour</b><br>Ian James, Head of Challenging Behaviour, Northumberland, Tyne & Wear NHS Trust  |
| 2.50 – 3.30   | <b>Depression: seriously undetected and undertreated. What can staff do to change this?</b><br>Dr. Amanda Thompsell and Dave Bell, Trainers, Healthy Connections   |
| 3.30 – 4.00   | Tea, coffee & exhibition viewing   |
| 4:00 – 5.00   | <b>What's in a label? Normal complications of old age - poor care - or neglect?</b><br>Hazel Heath, Independent Nurse Consultant & Lynne Phair, Consultant Nurse for Older People (Safeguarding Adults), West Sussex PCT |

## Parallel Session: Having the best information

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|---------------|---|
| 11.30 – 12.10 | <b>Are you up to speed with DoLS?</b><br>Stuart Marchant, Partner, Ridouts  |
| 12.20 – 1.00  | <b>Have you got employment law cracked?</b><br>Raynor Jones, Associate Partner, Lester Aldridge   |
| 1.00 – 2.00   | Lunch & exhibition viewing - see Lunchtime sessions box   |
| 2.00 – 2.40   | <b>Keynote Presentation: Choice and control and care homes: what's going to be the impact of personal budgets in care home work?</b><br>Professor Jill Manthorpe, Professor of Social Work, King's College London |
| 2.50 – 3.30   | <b>Are you in control of dismissal procedures?</b><br>Emma Greenbank, Associate Partner, Lee and Priestley  |
| 3.30 – 4.00   | Tea, coffee & exhibition viewing  |
| 4.00 – 4.30   | <b>Early findings from a survey on the Mental Capacity Act and care homes</b><br>Kritika Samsi, Research Assistant & Professor Jill Manthorpe, Professor of Social Work, King's College London                    |
| 4.30 – 5.00   | <b>How to lose a cardigan and make friends: handling complaints successfully</b><br>Sharon Wilson, Partner and Emma DiGiacomo, Associate, Healthservices Practice Group, Hill Dickinson LLP                       |

## Lunchtime sessions

- 1.10 – 1.50
- 1. Safer Cleaner Homes: A DVD to inform professionals, who review residents in homes, about positive approaches to infection prevention in care homes**  
West Sussex PCT and West Sussex County Council
  - 2. iPersonally - transforming my dementia service**  
Dan Lingard, CEO, Melton Health Care Ltd

5.00 – 6.00 **Congress Drinks Reception - all welcome**

6.15 **Congress Networking Buffet - see booking form for details**

## 8.15 – 9.45 Registration & exhibition viewing

### Earlybird sessions

8.30 – 9.30

1. **Approach - A study to develop integrated working between NHS primary health care services and care homes.** Sue Davies, Research Fellow and Claire Goodman, Professor of Healthcare Research, University of Hertfordshire
2. **Making procurement work for you.** Chris Durant, Director, Beacon Purchasing
3. **My Stories are My Identity.** A research project with residents, carers, families and children on listening and conversation. Sarah Reed, Founder, Many Happy Returns; Myriam Browne, Independent Age; Janet Young, Randell House
4. **SimplyUnite. Groundbreaking, simple to use, cheap to run, email and internet designed specifically for residents of care homes.** Jonathan Welfare, CEO, Elizabeth Finn Care, Toby Hart, Managing Director & Ross Elliott, Director, SimplyUnite

### Plenary Session

9.25 – 9.30 Introduction from chair

9.30 – 10.00 **Personalisation and other strategies – are commissioners delivering?**  
Martin Green, Chief Executive, ECCA

10.00 – 10.30 **Looking forward: the future of the care home sector**  
Kamma Foulkes, Head of Elderly Care, Southern Cross Healthcare

## 10.30 – 11.00 Tea, coffee & exhibition viewing

### Parallel Session: Running great care homes for people with dementia

- 11.00 – 11.40 **Getting a home and staff to focus on excellent dementia care: the PEARL project**  
Anne Shippey and Jason Corrigan, Dementia Care Project Managers, Four Seasons Health Care
- 11.50 – 12.30 **Gold standard dementia design: how we won the Award**  
Penni Brown, Operations Director, Oakbridge Retirement Villages
- 12.30 – 1.30 Lunch & exhibition viewing - see Lunchtime sessions box
- 1.30 – 2.10 **Generalist care homes can provide brilliant dementia care**  
John Burton, Independent Care Consultant
- 2.20 – 3.00 **Spontaneous activities for people with dementia**  
Sylvie Silver, Strategic Director, NAPA

### Parallel Session: Building on management skills

- 11.00 – 11.40 **Making volunteers into 'Super Volunteers': avoiding the pitfalls and maximising the benefits of this great resource**  
Bryan Clover, Director of Casework, Elizabeth Finn Care
- 11.50 – 12.30 **Involving residents in recruiting staff : listening to the experts**  
Belinda Jones, Support Manager, CLS Care
- 12.30 – 1.30 Lunch & exhibition viewing - see Lunchtime sessions box
- 1.30 – 2.10 **Qualification and Credits Framework**  
Professor David Croisdale-Appleby, Chair, Skills for Care (tbc)
- 2.20 – 3.00 **Building with vision: managing the development of a new dementia service**  
Rejane Le Grange, Service Manager, The Russetts, St Monica Trust, Bristol

## Parallel Session: Innovation and change

- 11.00 – 11.40 **Delivering transformation**  
Clive Bowman, Medical Director,  
Bupa Care Services
- 11.50 – 12.30 **Relationship-activated person-centred care**  
Rosemary Hurtley, Specialist  
Consultant Occupational  
Therapist
- 
- 12.30 – 1.30 Lunch & exhibition viewing - see  
Lunchtime sessions box
- 
- 1.30 – 2.10 **Integrating your home into the community**  
Ray Liles, Sensory Development  
Manager, Cornwall Care
- 2.20 – 3.00 **A Montessori approach to activity in dementia care**  
Daniel Nightingale, Dementia  
Consultant (South), Southern  
Cross Healthcare
- How, through life story work, making simple changes to the environment can contribute to a 24hr activity culture in a dementia care home**  
Colin Sheeran, Dementia Care  
Consultant, Southern Cross  
Healthcare

## Parallel Session: End of life care

- 11.00 – 11.40 **Addressing end of life issues in care homes**  
Emily Sam, Deputy Director of  
Policy Development, National  
Council for Palliative Care
- 11.50 – 12.30 **Lessons learnt from achieving a 'Gold Standard' Award for End of Life Care**  
Helen Brewster, Manager, The  
Cedars, Avery Healthcare
- 
- 12.30 – 1.30 Lunch & exhibition viewing - see  
Lunchtime sessions box
- 
- 1.30 – 2.10 **End of life and dementia**  
Karen Harrison-Dening,  
Consultant Admiral Nurse, for  
dementia and co-author of the  
NCPD publication *Out of the  
Shadows: end-of-life care for  
people with dementia*

## Plenary Session

- 3.10 – 3.50 **The customer, the provider and the regulator**  
A debate starting with the film *'What do you see'* by renowned director, producer, writer and actress Amanda Waring. Discussion with Amanda Waring, Martin Green, Chief Executive, ECCA and Cynthia Bowers, Chief Executive, Care Quality Commission (tbc)

## Lunchtime sessions

- 12.40 – 1.20
1. Amanda Waring will be showing her new film **'Home'**, which was launched at the Bafta Awards, and concerns transition into care homes.
  2. **Approach - A study to develop integrated working between NHS primary health care services and care homes**  
Sue Davies, Research Fellow and Claire Goodman, Professor of Healthcare Research, University of Hertfordshire

## Venue

**Clarendon Suites, 2 Stirling Road, Edgbaston, Birmingham B16 9SB**  
**Tel: 0121 454 2918**

**Website: [www.clarendon-suites.co.uk](http://www.clarendon-suites.co.uk)**

The Clarendon Suites are situated in the pleasant area of Edgbaston near the centre of Birmingham. The large and comfortable conference space makes it an ideal location for the National Care Homes Congress. Within walking distance is a wealth of great hotels, fantastic bars, shops and restaurants.

## Travel

Good transport links by road, rail, and air make travel to Birmingham very easy.

### By Air

Flights to Birmingham International Airport operate daily from many destinations, both within the UK and internationally. Trains from Birmingham International station into Birmingham City Centre (New Street Station) run very frequently and the typical journey time is between 10 and 20 minutes.

There are also bus services which operate from the airport to the city centre. The typical taxi fare into Birmingham city centre (8 miles west of the airport) is £16.00. For further information visit the airport's website, [www.bhx.co.uk](http://www.bhx.co.uk) or call 08707 335511.

### By Rail

You can get to Birmingham by train very easily, with routes in to the city running from all major UK cities. For more information on times and prices, call National Rail Enquiries on 08457 48 49 50 or visit [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

### By Bus/Coach

For details of public transport in Birmingham and the West Midlands, visit [www.travelwm.co.uk](http://www.travelwm.co.uk). For details of National Express Coaches visit [www.nationalexpress.co.uk](http://www.nationalexpress.co.uk).

### By Car

From London – take M1 (exit 19, Birmingham); M6, exit 6 (Birmingham Cen.)

From the North – take M6, exit 8 (Birmingham W/Birmingham S)

From the East – take A14; M6, exit 6 (Birmingham Cen.)

From the West – take A5; M54; M6, exit 8 (Birmingham W/Birmingham S).

*Many people driving to the Clarendon Suites will use the M6. Here are directions on how to reach the venue from the M6: Leave the M6 at Junction 6 and follow the A38(M). Follow signs to 'City Centre, Bromsgrove, (A38)'. Do not take any exit to left. Go over the flyover and through only 1 Queensway tunnel. On leaving the tunnel, indicate left, keep in the nearside lane and drive up the parallel running slip road (Gt. Charles Street) to the Paradise Circus island. Take the 2nd exit (A456 to Kidderminster), drive along Broad Street to the Five Ways island where you should*

take the 3rd exit (A456, Hagley Road). Turn 3rd right into Monument Road, then take the 2nd left into Waterworks Road and then the 4th left into Stirling Road.

For free, more detailed directions, visit [www.viamichelin.com](http://www.viamichelin.com) or [www.theaa.com](http://www.theaa.com). Simply type in your own postcode and the postcode of the Clarendon Suites, **B16 9SB**, which can also be used with sat navs.

### Parking Information

There is parking for over 300 vehicles on-site. Entry to the parking is from Stirling Road and there is a one way system operating on the site. Security cameras, with video recording, scan the car park which is well illuminated at night.

## The Congress Networking Buffet

The Congress Networking Buffet will be held on 24th June. The price is £27.00 plus VAT and places can be reserved when booking delegate places on the booking form.

## Accommodation

**Below is a list of hotels in the local area. The cost of accommodation is not included in the conference fee and bookings need to be made directly with the hotel.**

### Apollo Hotel

243-247 Hagley Road, Birmingham, B16 9RA  
 0121 455 0271, [www.apollobirmingham.com](http://www.apollobirmingham.com)

### Edgbaston Palace Hotel

198-200 Hagley Rd, Birmingham, B16 9PQ  
 0121 452 1577, [www.edgbastonpalacehotel.com](http://www.edgbastonpalacehotel.com)

### Etap Hotel Birmingham Centre

1 Great Colmore Street, Birmingham, B15 2AP  
 0121 622 7575, [www.accorhotels.com](http://www.accorhotels.com)

### Norfolk Hotel

267 Hagley Road, Birmingham, B16  
 0121 454 8071m, [www.norfolkinn.co.uk](http://www.norfolkinn.co.uk)

### Plough and Harrow Hotel

135 Hagley Road, Edgbaston, B16 8LS  
 0121 454 4111, [www.swallow-hotels.com](http://www.swallow-hotels.com)

### Portland Hotel

313 Hagley Rd, Birmingham, B16 9LQ  
 0121 455 0535, [www.theportlandhotel.com](http://www.theportlandhotel.com)

### Premier Inn

Hagley Road, Birmingham B16 9NY  
 0870 850 6354, [www.premierinn.com](http://www.premierinn.com)

### Quality Hotel

166 Hagley Rd. Birmingham, B16 9NZ  
 0121 454 6621, [www.choicehotelsuk.co.uk](http://www.choicehotelsuk.co.uk)

**To guarantee your place at the conference, please supply all the information requested:**

- Please supply delegate details – information will be sent to the first named person
  - Please give us the appropriate payment details – you must fill in one of the four payment options to secure your place.
  - Please supply full contact details and the address of the organisation or department paying for your conference place.
- Late bookings: If you are booking within 14 days of the conference, full payment or a purchase order must be enclosed with your booking. Sorry, but we are unable to accept provisional bookings

## Delegate Details

Please use BLOCK CAPITALS. Information will be emailed to the person whose name and address is given here:

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Company/Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

Tel: \_\_\_\_\_

Email: \_\_\_\_\_

Please list all delegates and indicate which days they will attend and if they will attend the Conference Networking Buffet (£27+VAT per ticket)

**24 JUNE 25 JUN BUFFET**  
(24 June)

Name \_\_\_\_\_

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Position \_\_\_\_\_

Email address \_\_\_\_\_

If you do not wish to receive further information from Hawker Events by email, please tick here

Special dietary requirements: \_\_\_\_\_

Name \_\_\_\_\_

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Position \_\_\_\_\_

Email address \_\_\_\_\_

If you do not wish to receive further information from Hawker Events by email, please tick here

Special dietary requirements: \_\_\_\_\_

Name \_\_\_\_\_

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Position \_\_\_\_\_

Email address \_\_\_\_\_

If you do not wish to receive further information from Hawker Events by email, please tick here

Special dietary requirements: \_\_\_\_\_

Form continues overleaf...

**Send this form now to:**

**Helena Stroud, Hawker Publications, Culvert House, Culvert Road, London SW11 5DH, fax: 020 7498 3023 or email: [helena@hawkerpublications.com](mailto:helena@hawkerpublications.com)**

**CLOSING DATE FOR BOOKINGS: 1pm, Friday 19th June, 2009**

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All best endeavours will be made to present the programme as printed. However, the Congress organisers reserve the right to alter or cancel, without prior notice, any of the arrangements, timetables or plans relating directly or indirectly to the Congress or exhibition. The Congress organisers are not liable for any loss or inconvenience caused as a result of such alterations. Participants are advised to take out their own travel insurance and to extend their personal policy to cover personal possessions: the congress does not cover individuals against cancellations of bookings or theft of belongings.

In the event that the Congress is cancelled by the organisers, or cannot take place for any reason outside the control of the organisers, the registration fee shall be refunded in full.

The liability of the organisers shall be limited to that refund and organisers shall not be liable for any other loss, cost or expense, howsoever caused, incurred or arising.

The organisers will hold and process your personal details on their database. This information is necessary for the legitimate management of this Congress. We may also use these details to provide you with information of other conferences or events. Your contact details may be made available to selected third parties that may be of interest to you. Please indicate at the bottom of this registration form if you do not want your details passed on. Please advise us should any of your details change. You may of course remove your details from our database at the end of the meeting by advising us in writing, at any time.

# Booking form

## Fees

1 delegate, 1 day:  
£145 + VAT@15% (£166.75);  
1 delegate, 2 days:  
£250 + VAT@15% (£287.50).  
Congress Networking Buffet  
(24 June): £27 + VAT  
per delegate (£31.05).

Please fill in the number of places and select payment method.

### I would like to book:

\_\_\_\_\_ place/s for DAY ONE (24 June)  
at £166.75 each.  
\_\_\_\_\_ place/s for DAY TWO (25 June)  
at £166.75 each.  
\_\_\_\_\_ place/s for BOTH DAYS  
at £287.50 each.  
\_\_\_\_\_ place/s for the CONGRESS BUFFET  
(24 June) at £31.05 each.

**Book three delegates for both days  
and only pay for two**

**Total to be paid: £** \_\_\_\_\_.

### Cheque

I enclose a cheque for £ \_\_\_\_\_ made  
payable to Hawker Publications Ltd

### Invoice

We can invoice your organisation using your company's  
purchase order system. Please obtain a purchase order number  
before booking delegates. Please attach the order to this form.  
Purchase order number:  
\_\_\_\_\_

## Invoicing/Payment Address

Please enter the invoicing/payment address (which may  
be different from the delegates' address overleaf)

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Address for invoice/payment: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

Daytime telephone number: \_\_\_\_\_  
\_\_\_\_\_

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Signature:  
\_\_\_\_\_

Address of cardholder: \_\_\_\_\_  
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\_\_\_\_\_  
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Postcode: \_\_\_\_\_

Start date (if on card): \_\_\_\_\_

Expiry date: \_\_\_\_\_

Security number (last 3 digits on signature  
strip): \_\_\_\_\_

Issue number (Maestro only): \_\_\_\_\_

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