They made the news in 2013...

2013 was a year of storms and continuing austerity, a new Pope and a new Prince, of spies and riots, horsemeat and a badger cull. Andy Murray won Wimbledon, Sir Alex Ferguson retired from Man Utd., Chris Huhne and Vicky Pryce went to prison. 2013 introduced ‘twerking’ to our vocabulary (apparently the most searched word on Google last year) and the ‘selfie’.

Andrea Sutcliffe
Camilla Cavendish
Robert Francis QC

The NHS turned 65 and the first G8 summit on dementia was held in London in December. As the year ended the world briefly came together in honour of Nelson Mandela who died on 5 December. It was also goodbye to Peter O’Toole, Doris Lessing, Iain Banks, Margaret Thatcher, David Frost, Mel Smith, Lou Reed, Richie Havens and Richard Briers.

2013 was a significant year for social care with the progress of the Care Bill and its many amendments. The substantial report by Robert Francis QC on improving care proved influential, and will continue to do so, while Camilla Cavendish produced a report with guidance on training for care staff in health and care settings. CQC created a new post of Chief Inspector for Adult Social Care (alongside Chief Inspectors for both hospitals and G.P.s) to which Andrea Sutcliffe, previously at SCIE, was appointed.

Jon Rouse gave a flavour of the transformation and change ahead when he delivered the NCF Annual Lecture at the end of November. During the year we participated in meetings with Jeremy Hunt and Norman Lamb and, through the Dementia Action Alliance, attended an event at No10 addressed by the Prime Minister.

We continue to work closely with the Care Provider Alliance and to strengthen our relationships with DH officials, the National Skills Academy, Skills for Care, TLAP, SCIE, NICE, ADASS, LGA, HCPC, and the CQC. We are certainly anticipating 2014 will be an equally busy year!

Improvements to your essential weekly update of news from around the care sector...

The very observant will have noticed a new numbering system above. This is based on the fact that since October 2004 there have been 429 NCF Weekly Updates – given an average of 40,000 words for each edition I make that some 17 million words of information distributed to NCF members to date! In addition news items are also now bookmarked for quick navigation of the Update – we hope this also helps.

SECTOR NEWS

‘Big fix’ needed in Britain’s broken markets, says Social Economy Alliance

More than half of consumers feel they have ‘little or no control’ over what they buy in 5 of the 7 markets that are most fundamental to the UK’s cost of living, according to research released by the Social Economy Alliance. 23 respected social enterprises, co-operatives, universities, housing associations, crowd-funders, social investors, think tanks and charities have come together to form the Social Economy Alliance. They have released details of the polling to launch a call to UK consumer and community groups to get involved in developing a manifesto for a more social economy – one where alternatives such as cooperative energy, social investment and social enterprise housing groups are allowed to fix social and economic problems in the UK. According to the Alliance, the sort of market failure the UK is experiencing requires radical thinking and action, and is ‘The political opportunity at stake in the 2015 General Election.’ read more at socialenterprise.org.uk also NCF supports manifesto for more social economy

ADASS issues advice on commissioning home care

In response to increasing attention on the quality of home care including publicity about 15 minute calls, a Human Rights Commission Report, the work of the Low Pay Commission and the key challenges facing home care staff which
are highlighted in a recent survey, the ADASS has produced a ‘Top Tips for Directors’ paper on commissioning and arranging home care services. In addition, Norman Lamb, the Care Services Minister, has announced that he has asked the Care Quality Commission (CQC) to consider the impact of commissioning practices when CQC inspect home care providers from April 2014. With the assistance of some funding from the Department of Health ADASS are in the process of developing a framework for improved commissioning and are anticipating that this will be available in the spring: [read more](#) [download the Top Tips for Directors pdf](#)

**Norse transitional project**

Norse – the Norfolk care provider - has commissioned Ladder to the Moon to support the re-provision of three of their existing residential care services into one new building. This will include coaching for all three staff teams, supporting them to grow a shared vision for success and bring it into the new setting. They will also facilitate creative community events to develop relationships among staff and residents.

**Impact of ageing on service design and delivery in rural areas**

In 2014 we need balanced growth that benefits everyone - CBI chief calls on firms to ‘support employees to move up the career ladder’ in a New Year message. As the recovery takes hold, we need to make sure that all citizens benefit and that growth is properly balanced across the UK, John Cridland, CBI Director-General said in his New Year message.

“The good news is that wages will pick up in the year ahead as growth beds down and productivity improves. But there are still far too many people stuck in Minimum Wage jobs without routes to progression – and that’s a serious challenge that businesses and the Government must address.”

“We need a UCAS-equivalent vocational system, with similar standing, to help raise awareness and parity of esteem for alternative routes to higher skills. And once people are in work, businesses can do more to help their employees reach their full potential. More than half of firms have or are considering mentoring schemes and a quarter are looking at issues around their workplace culture that may be holding staff back.”

**Enhanced rights for older people in Wales move a step closer**

On Human Rights Day the Welsh Government announced its plans for a public consultation on proposals for a Declaration of the Rights of Older People. The Declaration of the Rights of Older People will clearly highlight and articulate the rights of older people in Wales, as underpinned by existing legislation. The Deputy Minister for Social Services asked the Older People’s Commissioner for Wales to chair a working group to consider how older people’s rights could be enhanced through a declaration of rights. The Commissioner worked with older people from the outset and the proposals are founded on what they told her is important to them. The proposals make clear to statutory bodies and service providers what older people’s expectations are and what their rights are when accessing and using services. It will also help older people to understand their rights more effectively and how they relate to current equality and human rights laws in Wales.

Wales has led the way with its policies on ageing, introducing a landmark strategy for older people and the world’s first Older People’s Commissioner. A Declaration of the Rights of Older People would be a first for Wales.

![Royal College of Nursing](#)

**Limiting physical restraint: RCN to lead consultation**

The Royal College of Nursing (RCN) has agreed to carry out a consultation on behalf of the DH into the use of physical restraint across a wide range of health, adult social care settings and special schools. It presents a unique opportunity for service users, their families, staff and other interested stakeholders to respond to the consultation and help shape their final guidance, which will be published in March.

A broad team of experts will explore the use – and misuse – of physical restraint and other means of control. It is already accepted that physical restraint should be used only as a last resort after all efforts to calm and reason with a person have failed. And where human force, straps, hand cuffs and other means of restraint are deployed, they must be done so by highly trained staff with the acute understanding this must be for the shortest possible duration.

One intended benefit of this consultation is to raise the standard and prevalence of appropriate training in the system. Health and care staff, wherever they work (in hospitals, A&E departments, ambulances, care homes and people’s own homes), should be able to perform physical interventions with minimal risk to the person involved. To this end, the DH’s partner organisations, Skills for Care and Skills for Health are to explore what more can be done in this area. More broadly, the National Institute of Clinical Excellence (NICE) is also developing quality standards on managing violence and aggression. NCF urges members to contribute to this consultation: [read more at rcn.org.uk](#)
NHS England publishes funding allocations for CCGs
The allocations are based on a new funding formula designed to reflect population changes and tackle deprivation. Funding for NHS commissioners will rise from £96bn to £100bn over the next two years: read more at nhs.uk

New guidance on care and support for over 65s in Wales
Streamlined guidance for assessing and planning care and support for people aged 65 and over has been published by the Welsh government. The new guidance - Integrated Assessment, Planning and Review Arrangements for Older People - has been issued by the Minister for Health and Social Services for immediate implementation by local authorities and their NHS partners. It introduces a more responsive assessment and care planning process. People will be asked what support they need to remain independent and confident, and they will play an equal part in the decisions made about their care in order to maintain their wellbeing.

Analysis of high pay in charities
New analysis from the Third Sector Research Centre (TSRC) shows that high salaries are the exception rather than the rule in the charitable sector, but media coverage begs to differ, avoiding factors such as the exceptional scale of some organisations.
Figures show that there are around 2000 charities with annual budgets in excess of £10 million, some 60 of which spend over £100 million a year; financial information alone does not describe the complexity of their workloads: read more at Birmingham.ac.uk

Malnutrition Task Force
I attended a meeting of the Malnutrition Programme Steering Group (chaired by Dianne Jeffrey CBE DL) administered by Age UK, on 18 December. The main purpose of the group is to raise awareness of the risks and prevalence of malnutrition amongst older people in a range of settings with key audiences. The programme will be developing learning and research gained from a pilot programme and creating tools to reduce malnutrition amongst older people in the community, in care homes and hospitals: find out more
The next stage of work will link to the DH commitment to implementation of recommendations of the Francis Report.

Shared Lives Plus receives grant support
Shared Lives Plus have been awarded a five year grant by the Big Lottery England for £1.4m and a two year grant by Nesta for £350k. These grants are for the expansion and development of Shared Lives support in England, with a focus upon bringing Shared Lives to older people and their families. These grants will support the overall goal to see Shared Lives as the 'go to' approach for care, support and accommodation for older and disabled people.

Shared Lives believe it is possible to double the number of people offered this option over the next five years. To put this in context, the sector doubled between 2005 and 2012, at a time of very low awareness and limited national resources. This newly grant-funded work will run alongside a year-old initiative called the ‘Shared Lives Incubator’, which is a partnership between Community Catalysts, Social Finance, Macintyre and Shared Lives Plus to bring social investment and expert advice to local Shared Lives schemes, particularly those which are becoming independent of their local authority. Community Catalysts has already supported over twenty councils, NHS Trusts and providers to review and develop their Shared Lives provision, or to start a new scheme. The Incubator has been supported by the Department of Health and the Cabinet Office and aims to attract investment of up to £2m to the sector.

Steve Jamieson joins board of Dementia Adventure Trust
The Dementia Adventure Trust has appointed Steve Jamieson to its board of trustees. Steve is Head of Nursing at the RCN and recognised as a significant leader in health care and a key player in health and social care policy and practice. Steve qualified as a registered nurse in 1984 and held a variety of nursing posts in the UK. He has held a variety of posts at the RCN since starting employment in 1998 including Sexual Health Adviser and Assistant Head of Nursing. He has also worked with International Council of Nurses and WHO on leading the HIV Nursing Network. Steve was also President of the European Association of Nurses in AIDS Care.
Age UK fears care reforms ‘will be underfunded’: 10 care funding myths

The Care Bill received its second reading in the House of Commons on 16 December 2013. In real terms, spending on social care has fallen by around £1.2 billion since 2010 and we have seen a steep rise in the length of time people are waiting for a care home place, home care or adaptations over the same period. Everyone hopes the government’s reforms will transform social care, but how much better will the new system really be? Age UK have produced 10 myths about changes in social care:

1. **If you need care, you will definitely receive it**

Today, access to publicly funded social care is more restricted than ever and in most local authority areas it is only available if your needs are assessed as being ‘substantial’ or ‘critical’.

Many older people who need help getting up in the morning, bathing, preparing meals or doing the shopping are assessed as only having ‘low’ or ‘moderate’ needs.

If the new national eligibility threshold for care is set at the equivalent of substantial, as has been suggested, this will mean anyone assessed as having moderate or low needs will not qualify for help, shutting all these people out of the system – until their needs become much worse.

2. **Any money you spend on care will count towards the cap**

Under current proposals any money that people pay out on care will only count towards the cap if spent on care that meets the local authority’s eligibility criteria.

Any money paid to meet needs that would not be a local authority responsibility because they fall outside of eligibility criteria – for example ‘low’ or ‘moderate’ needs will not be eligible for means tested support and won’t count towards the £72,000 cap.

3. **All costs associated with your care are included in the cap**

The cap only covers what is defined as ‘care costs’ and people will still be responsible for paying other related costs even after they reach the cap. So if you’re in a care home you will still need to pay for your general living costs such as food and living accommodation, regardless of how much you’ve already spent on your care, even after you have reached the £72,000 cap. The contribution to general living costs is capped separately at £12,000 a year, none of which counts towards the cap.

It also remains unclear what will be considered a ‘care cost’ - e.g. attending a day centre - and what may not be - e.g. the cost of transport to get to the day centre.

4. **You will have free choice and control over the care you receive**

If you choose care that is more expensive than the local authority usually pays when it buys care, it might refuse to allow the full amount to count towards the cap.

Local authorities often pay below the market rate as they can purchase care more cheaply than individuals. Even after you’ve reached the cap you or your family may be asked to pay a ‘top-up’ fee. Local authorities pay on average £120 a week less for a standard care home place than someone who pays for their own care.

There are 56,000 people whose care is funded by the local authority but who pay a top-up because the care they receive is more expensive than the local authority’s ‘usual rate’.

5. **If you meet the national eligibility criteria for care and your assets, such as your home and/or savings, are worth less than £118,000 (the upper means test limit) you will automatically receive financial support for your care needs**

If you have less than £118,000 in savings and assets when you move into a care home you will not automatically receive financial help towards the cost, since both income and assets are taken into account when it is decided how much you will need to pay towards meeting the costs of your care.

The calculation is based on disregarding a minimum of £175 a week income if you are living at home and £23.90 a week if you are living in a care home.

If your income is enough to meet the cost of the care home and still leaves you with £23.90 a week you will not receive financial support. Income includes so-called ‘notional income’.

This is calculated by assuming that you have a notional income of £1 a week for every £250 worth of assets you hold above the lower means testing threshold of £17,000 – whether you are actually receiving this income or not.

6. **Once you reach the cap the local authority will take over paying the full cost of your care**

Many people may find they are still paying a range of charges even once the cap has been reached. These could include part of the food and accommodation costs in a care home; ‘top-ups’ for services that are more expensive than...
the local authority’s ‘usual rate’; or the cost of additional services that don’t fall within the confines of ‘care costs’ or that the local authority doesn’t consider necessary to meet your needs.

7. **Your care package will remain the same if you move to another area**

Even when your needs are assessed as substantial there is no obligation on another local council to provide the same care services as you are currently receiving. There will be a national system for defining what your care needs are, but it will be up to the local authority to decide what budget is needed to meet these needs, and how exactly to meet them.

8. **You’ll be able to pass on your home to your family after your death**

The government proposals, including the new ‘deferred payment’ scheme, only mean that you won’t have to sell your home while you are alive if you have savings of less than £23,250. The scheme means if you are in that position you can put off selling your home and instead the council will keep an account of what they have paid on your behalf. This, plus interest, will be deducted from your estate when it is finally sold, whether that is within your lifetime or on your death.

9. **You will be able to buy insurance in advance to cover your care costs**

At the time of needing care you can buy ‘immediate needs annuities’ to pay out a guaranteed amount for life, but at present there is no real market for ‘pre-funded’ policies you can buy before you need them. The Government hopes that setting a maximum limit to people’s care costs will set an upper limit to possible insurance pay outs, thereby making it easier for insurers to devise policies. However, for the reasons already explained, some people are likely to spend considerably more than the £72,000 spending cap, so insurance companies will still be worried about the risk of open ended liabilities. For this reason experts say they do not expect new pre-funded insurance policies to be developed.

10. **The system will be straightforward to understand and navigate**

At the moment, local authorities have to make sure that some information and advice relating to care and support is available. But the Care Bill requires them to ensure more is on offer, including about the choice of available care and how to access it. This is very welcome but the social care system is complex and will remain so under these reforms. As a result many people will still find it hard to navigate the system, especially as older people’s need for care is often precipitated by a crisis; for example a fall leading to a broken hip and a hospital admission, followed by the realisation that care will be needed from now on. People will still struggle to understand the system at such a distressing time in their lives and we do not yet know how comprehensive the new information and advice will be. This will likely depend in large part on the available funding. At present, local authorities say they are worried that what central government is giving them will not be enough to meet all their new responsibilities under the Bill, and to pay for the costs of moving to the new system.

### John Adams to retire from VODG

The Chair of the VODG has announced that John Adams intends to stand down from the role of General Secretary during the first-half of 2014. His departure date will depend on the timing of appointing a successor. John has led the VODG for nine years and during his tenure membership numbers more than doubled and standing with government and all of the key social care agencies has been enhanced. NCF has worked closely with VODG, and John in particular, over the last 4 years through our joint DH Strategic Partnership and we wish him every success for the future.

### New appointment to DH Social Care Policy directorate

Shaun Gallagher, Director of Social Care Policy, is leaving the DH this month to become Director of Access to Justice at the Ministry of Justice. Shaun has overseen the development of the package of social care reforms, including funding reforms, the publication of the White Paper and the first stages of the passage of the Care Bill. He has been instrumental in the development of a suite of policies and interventions to improve the quality of care. He co-ordinated the development and implementation of the Dementia Package and more recently, led the work on the integration of health and social care. Clara Swinson, currently Director of Public Health, will be taking on the role from the start of February 2014. She will lead the implementation of the reform package and will oversee the introduction of the Better Care Fund, amongst many other responsibilities.
National Skills Academy for Social Care has moved

From Thursday 2 January 2014, their new office will be:

**Floor 9, One Euston Square, 40 Melton Street, London NW1 2FD**

The location is just outside Euston Station, near the corner of Euston Road and Melton Street.

The telephone number changes to 0203 011 5270. The email addresses and all other details remain the same and any named contacts you have will have their new direct line on their signature.

All NCF members receive automatic membership of the NSA – find out more

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**POLICY AND REGULATION**

Locations without a registered manager – issuing ‘Fixed Penalty Notices’

Fixed penalty notices (FPNs) are now being issued to providers who have been without a registered manager (RM) for the longest time. CQC are now issuing FPNs to locations that have been without an RM for more than 8 months, where one is required as a condition of registration.

Where relevant CQC registration applications are in progress, the FPN will be put on hold, and if the application is successful, it will not be issued.

I met with Andrea Sutcliffe on 19 December and this issue was amongst the items discussed: more on Fixed Penalty Notices (FPNs)

Better Care Fund guidance

The £3.8 billion Better Care Fund (formerly Integration Transformation Fund) was announced by the government in the June 2013 Spending Round, to ensure a transformation in integrated health and social care. The BCF is a single pooled budget to support health and social care services to work more closely together in local areas.

This guidance provides local areas with the detail they need to complete plans for how they will use their portion of the fund to join up health and care services around the needs of patients, so that people can stay at home more and be in hospital less: read more at local.gov.uk

The Care Bill: factsheets

Factsheets on the Care Bill have been published. The Care Bill was introduced into Parliament on 9 May 2013. It is expected to receive Royal Assent in May 2014. These Factsheets have been produced to accompany the Bill.

Red Tape Challenge removes unnecessary regulation

Over two-thirds of regulations on healthy living and social care have been scrapped or improved as part of plan to reduce ‘red tape’. A review by the Department of Health found that 128 of the 555 regulations covering public health, quality of care, mental health, NHS and professional standards were not necessary. It also found that another 252 could be improved. Following the review, the Department will take forward proposals including:

- simplifying a large number of professional standards regulations
- working with the Department for Communities and local government to reduce duplication of care home inspections by the Care Quality Commission and local authorities
- reviewing the Deprivation of Liberty forms used by hospitals and care homes where authorisation is required to deprive a person of their liberty when they lack the mental capacity to consent to treatment or care, in response to comments received about their number and complexity

The review was carried out as part of the government’s Red Tape Challenge, which looked at regulations across Whitehall, with the aim of removing them unless there was a very good case for them to remain. Between November 2012 and January 2013, the 555 healthy living and social care regulations underwent public consultation through the Red Tape Challenge website and comments were received from a wide variety of organisations and individuals on a number of areas of DH regulation: read more

Proposals for the regulations in the Healthy Living & Social Care Red Tape Challenge shows the full list of regulations to be scrapped and improved.
CQC feedback survey results - adult social care providers

The results of the third CQC annual provider feedback survey are now available: results pdf at CQC.org.uk

CQC Co-production Group

Sharon Blackburn, NCF Policy & Communications Director attended the second meeting of CQC’s Co-production Group which has been established to oversee the move to different inspection systems and ratings - as outlined in ‘A Fresh Start’. Formal consultation will follow with a pilot from April to June and then a further small pilot from June to September ready for implementation of new approaches from October 2014. Andrea Sutcliffe has indicated a focus on outcomes for people who use services and their families... including the so-called ‘Mum’s Test’. User engagement will be central to designing the right framework and provider engagement is considered fundamental to improving quality. CQC are seeking to be transparent about the limitations of the inspection process. Further updates on this crucial programme of work will be provided to members as they emerge.

Winter Friends launched by NHS Choices

NHS Choices (www.nhs.uk) has launched an appeal for people to look out for older people this winter because thousands of over-75s die every year as a result of cold weather and thousands more spend much of the winter alone and lonely. The Winter Friends campaign involves signing a pledge to "take time out this winter to look in on an elderly friend or neighbour to make sure they are warm and coping well": www.nhs.uk/winterfriends

New REPORTS AND RESOURCES

Think integration, think workforce

The Centre for Workforce Intelligence (CfWI) have released Think integration, think workforce: three steps to workforce integration. Aimed at workforce leaders and senior workforce specialists, the paper identifies a range of workforce implications arising from integrating health and social care and identifies clear steps to support workforce integration. The paper identifies three steps for workforce leaders to promote integration from a workforce perspective:

- Be clear about the local integration agenda, including the various routes to integration
- Address the integrated workforce management challenge to ensure the right people with the right skills and behaviour are in place to deliver integrated services around individuals’ needs
- Implement successful workforce change by addressing a range of operational and strategic questions by taking an inclusive approach

Reduction in readmissions achieved with volunteers

This Royal Voluntary Service research finds that almost 150,000 older people had no support on returning home from hospital and for those that did get some kind of help, approximately 20% didn’t receive continuing support: download avoiding unhappy returns

The ACEVO Good Pay Guide

The guide outlines 5 key principles to help determine fair pay at the top the not-for-profit sector. They are designed to make it clear to the public how pay is set. Clearly it is trustees who decide but Acevo argues that charity leaders should be contributing to the debate, being entirely transparent about how pay is set and what terms it should be evaluated on: download the guide

Impact of changes to social care funding/charging on extra care housing

Post Dilnot, this Housing LIN Briefing considers the impact that the proposed new care funding system will have on housing choices made by older people, including extra care housing. Addressed in the paper is what effect, if any, will the new system have on the demand by older people for extra care housing? It seeks to anticipate whether the new funding system contains financial incentives or disincentives to make particular choices. It is not intended to be guidance for commissioners and providers but summarises what is known about proposed systems, highlights issues and suggests how different stakeholders may behave.
New Housing LIN case study - more than goodwill

In this case study for the Housing LIN A Charter for Older People in Plymouth: Making a commitment to older people when they need care or support Claire Hodgkins at Plymouth City Council captures the work undertaken by the Council’s Adult Social Care department with partners and groups of older people within the city to develop an older people’s Charter. Made up of a series of 11 pledges, it includes commitments around: access to good information; support to access the right service; opportunity to shape services; and support when I need to care for someone. Launched in 2012, the Charter outlines the standards and approaches to service delivery that older people should enjoy and the lessons learnt one year on.

Half a million people lose care since start of recession

Half a million older and disabled people who would have received social care five years ago, now receive no local support according to new report from the London School of Economics. The Care and Support Alliance, a coalition of 75 organisations and charities backs the government’s ‘bold reforms’. But it is calling on Ministers to re-think a proposal to restrict who gets support and address the funding crisis in local care.

The study examines the social care system over a five-year period, 2007/8 – 2012. The findings show that:

- the number of people receiving support from councils with tasks such as getting up, getting dressed and getting out of the house has plummeted for five years in a row – by a total of 347,000 since 2008.
- adjusting for socio-demographic change, this is equivalent to 483,000 older and disabled people, who need support for basic tasks like getting washed and having a meal, and the families that care for them, being locked out of the social care system.

The squeeze is the result of councils restricting who they provide care. Of the 152 councils in England, government figures show 86% now offer care only to those with the highest level of needs – deemed as ‘critical’ or ‘substantial’ needs. In those areas this means older and disabled people who are unable to undertake several aspects of personal care, or of work, education or training are no longer eligible for council-funded care.

Under the current system they are described as people with ‘moderate needs’. LSE research demonstrates that sitting behind the squeeze is a huge funding shortfall - government spending on social care would have had to rise by an additional £1.6 billion, just to keep pace with demographic pressures.

In fact research by the Association of Adult Social Services Directors (ADASS), shows that adult social care budgets have actually been reduced by £2.68 billion over the last three years: read more

Nuffield Trust and IFS competition report

The work presented in this report demonstrates that a range of important research is now being conducted into the effects and effectiveness of competition within the NHS. It concludes that some very important gaps remain: notably what is often termed the ‘black box’ of how those in the NHS respond to patient choice and competition. Also crucially the system-wide effects of competition are still relatively unclear – even if we find that competition and choice have been associated with improvements in quality in some services, we do not understand its impact on the health system as a whole, nor its cost-effectiveness compared with other policies. The report states that as ever, more research is needed, and this should be accompanied by a more considered debate about the implications of research for policy: download the pdf

DEMENTIA

Dementia Action Alliance Newsletter December 2013

The latest Dementia Action Alliance Newsletter is now available: download the pdf

An update from Dementia UK

Dementia UK have opened up vital new Admiral Nurse services in areas in need, such as in Norfolk, Bristol and Cornwall in the last 12 months. A new West Berkshire Admiral Nurse was the first to work exclusively with people with early-onset dementia and they have started exciting partnerships with Bupa and Joseph Rowntree Foundation.
END OF LIFE CARE

"Exciting challenges" for new year in palliative care

On the ehospice website, there’s a great roundup of the challenges ahead for the hospice and palliative care sectors in 2014. Covering the recommendations of ‘The Commission into the Future of Hospice Care’, plus important upcoming events, news on key dementia projects, policy updates and more: ehospice.com

New film for Dying Matters - "I Didn't Know That"

Dying Matters, in partnership with the Heart of England NHS Foundation Trust and Flix Productions, has launched a groundbreaking short film aimed at improving understanding of end of life needs of the Muslim community.

"I Didn’t Know That" is aimed at improving understanding about Muslim traditions about dying and death among doctors, nurses and other health and care professionals. It was developed with Birmingham Central Mosque and the Birmingham Muslim Burial Committee. The full film will be available to Dying Matters members very soon, but in the meantime you can find out more on the website.

LEARNING DISABILITY

Winterbourne View progress report published

The report (published just before Christmas on gov.uk) summarises the changes to improve the quality of care for vulnerable people - specifically, for people with learning disabilities or autism who also have mental health conditions or behavioural problems.

The report covers:

- an exemplar case study
- surveys and monitoring programmes designed to track patients and observe their care
- improvements to the commissioning of health and care services
- the regulation and inspection of services
- work needed to make sure no one finds themselves in inappropriate care settings

download the pdf
download the easy read version

Bill Mumford has been appointed as Programme Director for the Winterbourne View Joint Improvement Programme and joins the programme with immediate effect.

No decline in number of learning disabled people in hospitals since 2010

Post-Winterbourne census reveals lack of progress in delivering government objective of community-based care for people with learning disabilities: read more at communitycare.co.uk

MEDIA and blogs

Healthcare leaders urge end to 'relentless' criticism of NHS

Open letter signed by the leaders of 10 NHS organisations calls for 'more measured view of how the NHS is performing’ – the guardian

How your ideas will improve homecare system

Homecare innovation challenge: a shortlist has been drawn up from suggestions from 1,400 responses – the guardian

Zero-hours contracts: Cable rules out complete ban

Business Secretary Vince Cable has ruled out a complete ban on zero-hours contracts, saying they offered employers "welcome flexibility" – bbc.co.uk
Defining moments of 2013, predictions for 2014

Nuffield Trust Chief Executive Andy McKeon reflects on his two most defining moments for the NHS in 2013 - the Francis Inquiry final report, and the news of the Prime Minister’s weekly meetings on the state of our A&Es. He then makes his predictions for the health and social care system in 2014 – Nuffield Trust

MEMBER NEWS

Getting ready for NCF Quality First benchmarking

The NCF Quality First framework, reviewed regularly by our QA Forum, is available to all NCF members. People want services they can trust: being a quality provider is much more than complying with regulation: so as well as the legal standards, NCF members strive to achieve excellence. By signing up to NCF Quality First, members can give service users, staff, government, regulators and the public confidence in the quality of their services. If you have not yet signed up to Quality First, please contact Sharon Blackburn for more information.

The next benchmarking exercise for Quality First will take place shortly and all members will receive an email invitation to take part from 24 January 2014.

Make a New Year’s resolution to help an older, lonely person

Norman Lamb and the Royal Voluntary Service have called for everyone to make a commitment to help an older, lonely person near them in 2014. Many of us commit to getting fit or quitting smoking in the New Year, but for 2014 we should also make a resolution to help a lonely older person, the Care and Support Minister Norman Lamb and the older people’s charity Royal Voluntary Service said.

At the beginning of 2013, 6.2 million people said they were planning to try something new and volunteer, according to research by the Royal Voluntary Service; however the research also shows Britons are twice as likely to fail with their new year’s resolutions. In light of this, the Care and Support Minister, Norman Lamb, and Royal Voluntary Service have come together to call for everyone to make a commitment to help combat loneliness for an older person near them in 2014: full press release

Central & Cecil make finals of 2014 Housing Innovation Awards

Congratulations to C&C who have been shortlisted as the Most Innovative Housing Provider (small) at the 2014 Housing Innovation awards. The awards celebrate everything innovative in the UK housing sector. The 2014 Housing Innovation Awards will be announced on 6th February at a sparkly ceremony at London’s Grand Connaught Rooms.

JRHT How you can help combat loneliness in your neighbourhood

A set of resources to help individuals, groups, communities and neighbourhoods take a closer look at, and to reduce, loneliness. Joseph Rowntree Foundation and JRHT’s Neighbourhood approaches to loneliness has been a three-year action research programme exploring and identifying what makes us feel lonely, where we live and work and what we can all do about it – personally and professionally: download the loneliness resource pack

Bupa launches helpline offering free advice on aged care

Bupa has launched a new helpline for people trying to find their way through the aged care system.

Open seven days a week, the helpline will have care experts on hand to offer free information and advice and act as a first port of call for anyone seeking help on the complex issue of aged care, including:

- paying for care
- where to get support if you or a loved one is diagnosed with conditions associated with age, such as dementia
- getting extra help to stay in your own home
- knowing where to start when thinking about a care home.

The helpline is available to anyone and can be contacted on 0333 9207782 between 8am - 8pm Monday to Friday and 9am - 5pm, Saturday and Sunday. In addition, Bupa offers a range of guides on aged care topics including: Paying for
Care, Planning for Your Needs in Later Life, Dementia Care Starts with Better Understanding and Staying Healthy in Later Life. To access the guides and find out more about Bupa Care Services visit: find out more

Jewish Care annual review

The annual review is packed with photos, showing what’s been happening in Jewish Care’s world.

More Member news and press releases can be found on our website.

AND FINALLY…

Woof to wash! Bark-activated washing machine: service dogs do the work

UK-based appliance firm JTM Service is aiming to make life a little easier for individuals who rely on service dogs to get through their day-to-day life. These highly-trained dogs have are able to perform all sorts of remarkable tasks for their owners, and now, they can add doing laundry to that impressive list of tasks thanks to the Woof to Wash washing machine. Some service dogs are already trained to perform tasks such as stripping beds, removing clothes from the machine, and filling laundry baskets, but since dogs are not designed to push buttons and turn knobs, actually turning on the machine was a task they were unable to perform. With that in mind, Inventor John Middleton of JTM came up with the idea to let the dog bark to turn on the machine.

In addition, a low-set button specifically meant to be pushed with a paw to open the door is included, allowing the dog to remove the clothes when the load is complete. The machine has only one cycle, and it automatically dispenses the right amount of detergent.

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In addition, a low-set button specifically meant to be pushed with a paw to open the door is included, allowing the dog to remove the clothes when the load is complete. The machine has only one cycle, and it automatically dispenses the right amount of detergent. Right now the company only has the prototype, which has been developed in partnership with well known manufacturer Miele. No timeframe has yet been given for when the company intends to bring Woof to Wash to market: read more on gizmag.com

EVENTS and WEBSITE NEWS

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

Do please forward any position, news or event you would like us to promote. These facilities are FREE to all members.

Dignity Action Day – 1 Feb 2014

Dignity Action Day #DAD2014 is an annual opportunity for health and social care workers, and members of the public to uphold people’s rights to dignity and provide a truly memorable day for people who use care services: find out more

NHS Change Day – 3 Mar 2014

NCF encourages everyone working in social care to make a pledge for NHS Change Day on 3 March 2014. It’s an opportunity to show how our sector can support the delivery of more integrated care with our NHS colleagues.

All you need is an idea of what you could do to make a positive difference. Then you make a pledge - a simple promise to yourself and others that you will act on that idea. Make your pledge at the NHS Change Day site Twitter hashtag: #nhschangeday

March 2014 Events for Frontline Managers

The National Care Forum (NCF) Sue Ryder and Voluntary Organisations Disability Group (VODG) are holding two free events in March 2014: find out more

NAPA Challenge & Gala 2014

NAPA are planning for the changes they are going to make to the NAPA Challenge in 2014. The Challenge will focus on the theme for National Care Homes Open Day which is ‘Around the World’. Once again NAPA members are asked to invite the community into your care home to be proud of what you do and to stage events that residents, relatives
and friends will enjoy. NAPA are also setting up, for the first time ever, the NAPA Awards and will announce the categories for nominations in January and present awards to the winners in September. Dates for your diaries:

- Friday 20 June - National Care Homes Open Day
- Friday 20 - Sunday 22 June ‘Around the World’ Challenge
- Wednesday 17 September - NAPA Gala and Awards

**EAHSA Conference 2014**

The EAHSA-conference 2014 website is now live. See also facebookEAHSA2014 and Twitter.

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**NCF meeting dates 2014**

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<thead>
<tr>
<th>Meeting</th>
<th>Date</th>
<th>Venue</th>
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<tbody>
<tr>
<td>General Members Meeting</td>
<td>10:30 am – 12:30 pm</td>
<td>Laurie Landreau Room</td>
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<td>Thursday 13 February</td>
<td>Academy of Medical Sciences Room</td>
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<td>41 Portland Place</td>
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<td>Board of Directors Meeting</td>
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<td>Laurie Landreau Room</td>
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<td>Thursday 13 February</td>
<td>Burlington Room</td>
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<tr>
<td>ANNUAL CONFERENCE</td>
<td>Tue 20 - Wed 21 May</td>
<td>Hilton Hotel Reading</td>
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<tr>
<td>General Members Meeting</td>
<td>10:30 am – 12:30pm</td>
<td>Reading Room</td>
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<td>Thursday 12 June</td>
<td>The British Academy</td>
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<tr>
<td>Board Strategy Meeting</td>
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<td>Thursday 11 September</td>
<td>The British Academy</td>
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<td>Annual General Meeting</td>
<td>Thursday 9 October</td>
<td>Member facility and service - to be confirmed</td>
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<td>Board of Directors Meeting</td>
<td>Thursday 9 October</td>
<td>Linked to AGM</td>
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<td>(Prior to AGM)</td>
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<td>MANAGERS CONFERENCE</td>
<td>Monday 10 - Tuesday 11 November</td>
<td>Heythrop Park</td>
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<td>Crowne Plaza Oxford</td>
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<td>ANNUAL LECTURE</td>
<td>Wednesday 3 December</td>
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<td>Board of Directors Meeting</td>
<td>8:30 am – 10:30 am</td>
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<td>Thursday 4 December</td>
<td>The British Academy</td>
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**Des Kelly OBE | Executive Director | National Care Forum**

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