

**Welcome**

**Registered  
Managers  
Network**

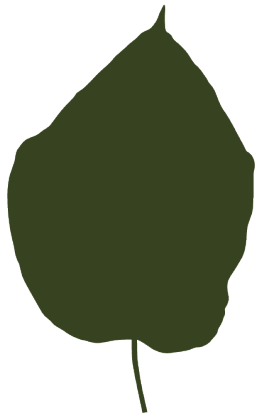
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# **RUTH FRENCH**

**Director, Stow  
Healthcare**



# Stow Healthcare

Inspected and rated

Outstanding 



**Achieving Outstanding- "Reach for the Stars"  
Ruth French, Operations Director**

# About Us



 **Stow**  
Healthcare

- **Family run business with a personal touch**
- **Turn Around Specialist**
- **Outstanding Rated Provider**
- **Award Winning Company**
  - National Care Provider of the Year
  - Education in Business Award
  - Workforce Development Award
  - Employer of the years
- **Innovators**
  - Designated Setting
  - Maple Memory Centre
  - Nursing unit commissions
- **Industry Leaders**
  - The Outstanding Society
  - Steering Groups
  - Podcasts, webinars and blogs



CARING UK  
AWARDS 2022  
WINNER

# Is 'outstanding' a rare breed?

Inspected and rated

Outstanding 



**In 2021/22, 5% of adult social care services were rated Outstanding and 79% rated Good <sup>[1]</sup>**

**In 2021/22, 15% rated RI and 1% Inadequate**

**In the last month: 337 inspections:  
1 Outstanding (0.3%)  
175 Good (52%)  
126 RI (37%)  
35 Inadequate (10%)**

**Homecare service have only seen 5 inspections in the last month - 3 Good, 1 RI and 1 Inadequate**

**So what can you do to maximise chances of a Good or Outstanding rating?**

<sup>[1]</sup> State of Care 2021/22, Care Quality Commission (<https://www.cqc.org.uk/publication/state-care-202122>)



# Preparation



## ➤ Understand The Ratings

- The ratings (Outstanding, Good, Requires Improvement, Inadequate)
- Know the 5 Key Questions (Is the service Safe, Effective, Caring, Responsive & Well Led)
- Understand CQC's New Quality Statements and how to evidence these.
- Read other reports, the Good, the Bad and the Ugly!

## ➤ Gather your Evidence

- The inspection day is a snapshot of your service, keep a record of the 'outstanding' work that happens all the time.
- Evidence is everyone's business.
- Use this in your annual Provider Information Return

## ➤ Brief your team

- Inspections should be a positive experience to showcase great work.
- Build confidence amongst the staff- make them your cheerleading squad!

# On the Day



- **It's Showtime- Your Time to Shine**
- **Keep Calm and Carry on- "It is just another day in the office."**
- **It's doesn't matter if you fall down, it's about how you get up. Mistakes happen, even on the day, it is about the recovery**
- **Don't be shy- Encourage confidence in staff to share their positive experiences and their fantastic work**
- **Shout about your successes- Go and get that evidence file!**

# What Happens Next



- **It's not over until it's over-** Relatives, residents and staff can still share feedback with inspectors once inspectors have left the building.
- **Forgot it on the day?- it is okay!**- Send evidence to your inspector after the inspection.
- **An Inspector Calls... Again?-** Inspectors may come back the next day or even a week later, don't assume this is a negative, sometimes they are looking for additional information to support your rating.
- **Read your draft report-** If you think the inspector has missed something that is important raise this as part of the review process.



# In Summary- Be Proud of your Service



- Plan with Pride
- Prepare with Pride
- Evidence with Pride
- Share with Pride

# Resources to support you...



[www.theoutstandingsociety.co.uk](http://www.theoutstandingsociety.co.uk)



[www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)



# Could you be next?

Inspected and rated

Outstanding



CareQuality  
Commission



Stow  
Healthcare



Stow  
Healthcare

**Website:**

[www.stowhealthcare.co.uk](http://www.stowhealthcare.co.uk)

**Email:**

[ruth.french@stowhealthcare.co.uk](mailto:ruth.french@stowhealthcare.co.uk)

**Social Media:**

[@stowhealthcare](#)



**Time for your Questions...**



# Care Market Strategy Refresh



**Shirley Mutumburi**

Head of Service Development and Contracts – Strategic Planning and Resourcing  
Suffolk County Council – Adult Social Care



# The Care Market Matters



- Over 30,000 people work in Care in Suffolk. Over 20,000 people receive Care in Suffolk. That means around one in fifteen people depend on care for their wellbeing or for their livelihood.
- There are over 600 care services in Suffolk, delivered by over 400 separate organisations.
- The Council distinguishes between the following categories within the local care sector:
  - Care Homes (186 homes)
  - Home Care (130 providers)
  - Extra Care, housing with care for older people (24 schemes)
  - Supported Housing, for working age adults (218 schemes)
  - Day Opportunities (111 services)

# The Strengths of the Care Market



- 1. Suffolk has a high quality of care** – 81% of CQC registered providers in Suffolk are rated Outstanding or Good (national average 73%).
- 2. Sector led collaboration** – well established provider association, the Suffolk Association of Independent Care Providers (SAICP), and funded skills agency, Care Development East (CDE).
- 3. Relationships** – Covid-19 pandemic saw lots of successful tactical collaboration between providers, SAICP and CDE, the Council, and NHS partners

# Priorities the Council and the Care Market



In March 2023 the Council Published a Market Sustainability Plan. This plan identified the following ambitions for ACS in working with the care market. These are:

- Grow and develop the care workforce (Quality)
- Respond to increasing costs to deliver care (Sustainability)
- Prepare for an aging population with increasing care needs (Independence)
- Ensure there is the right range of care opportunities available to people as they need them (Customer Voice)

We won't be able to support the people of Suffolk if we keep doing what we are doing now!

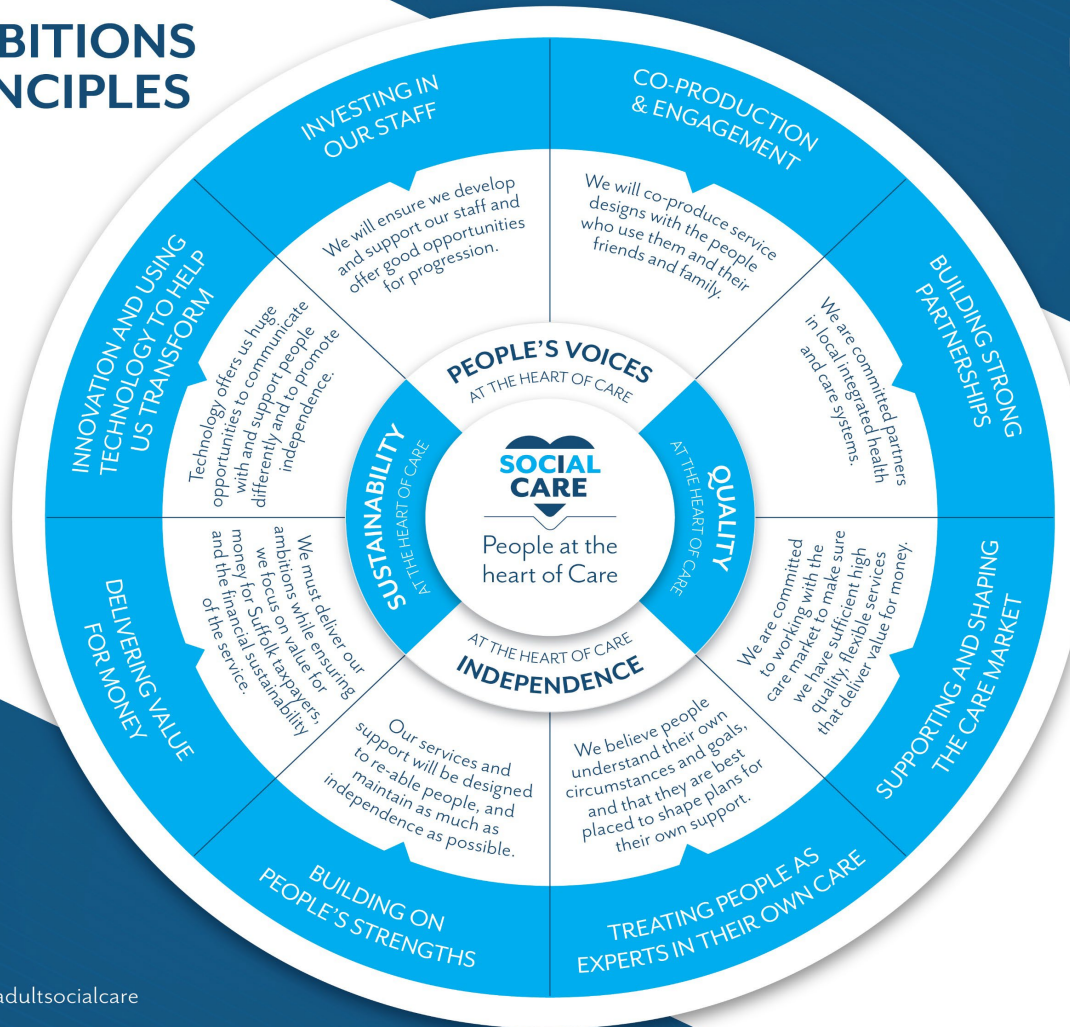


# Strategic Vision for Suffolk Adult Social Care- People at the Heart of Care



- We have an evolving population with increasing care and support needs
- Reform of how social care is paid for, including lifetime cap on care costs, is expected in October 2024
- ASC is undergoing transformation to respond to these
- The core values for this are: Quality, Independence, People's Voices, and Sustainability
- This work is comprehensive within ASC, and will cover all aspects of how we work

# OUR AMBITIONS AND PRINCIPLES







People at the  
heart of Care

# Our Ambition – Why do we need a Strategy for the Care Market?

- Work with the care market has been tactical and agile as a result of the Covid-19 pandemic. However, we need to develop a more strategic response to support the care market that will be defined through the strategy.
- A new strategy should represent an agreed set of priorities in achieving a successful care market for the people of Suffolk. It should provide direction to the Council in how it supports the care market.
- The strategy is an opportunity to embed the Council's Adult Social Care transformation ambition for Suffolk, People at the Heart of Care, into the care market. It also should provide a feedback loop that influences the Council's ambitions.
- Our ambition for the social care workforce must be clear. This strategy provides an opportunity to define it.
- This is an opportunity to establish current care needs and preferences of our community for the market.
- This strategy can highlight, and influence, the development of new personalisation offers for people with personal budgets.
- The strategy can support the market to understand and prepare for reform of adult social care

# The Foundation – Who make care happen?

- **The Care Market** - Providers are best placed to define what they need to succeed in delivering quality sustainable care
- **People** - The strategy should represent the voice and needs of our community
- **NHS Partners** - With a role both within and adjacent to the care market
- **Housing Agencies** - Landlords, Developers, Districts and Boroughs needed to create the accommodation aligned with, or hosting, care

# The Markets

- Reflecting that the care market is not one entity, there are distinct areas of the care market that need a mixture of joined-up and specific ambitions to succeed. The strategy should reflect this.
- These markets are shaped by consumers, and generally reflect different ‘product’ ranges to meet their needs.
- These are:
  - Care Homes
  - Home Care
  - Supported Housing
  - Extra Care
  - Mental Health
  - Day Opportunities

# Delivering a Successful Strategy

The Council's People at the heart of Care vision gives us four success measures for the strategy. The Care Market should be:

- Sustainable for providers and consumers
- Responsive to the voices of people directly impacted by care
- Able to maximise the independence of people it impacts
- Delivering high quality care

We want to expand, and potential add to these, to transform this agenda into real plans for the care market in Suffolk through the strategy. To achieve this, we intend to engage around these four criteria in each care market area and with partners and stakeholders.

# Key Development Areas for the Strategy

The Council has identified strategic development areas in supporting the care market as a whole. These are expected to be central to the strategy. These are:

- **Developing a clear approach to housing-with-care** to help us grow, promote, and utilise these offers
- **Developing new personalisation offers** to provide individuals with more choice in how their personal budgets are used to respond to their needs
- **Developing the care workforce** to boost recruitment, retention, skills, progression, and recognition

We will be engaging with the market and partners on these to ensure the strategy reflects and promotes these responses.





People at the heart of Care



# Series of webinars for Care Homes

1. What do we need to plan for to achieve our vision for People at the heart of Care?

**Success Criteria**

People's Voices

Sustainability

Quality

Independence

2. What are the opportunities to build on our development areas?

**Development  
Priorities**

Workforce

Personalisation

Housing

# Contacts;

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People at the  
heart of Care



# BEHAVIOUR AND THE LAW (FOUNDATION CYP/ACS) THEORY WORKSHOPS

This **one-day** workshop consists of two elements, the **legal** framework and the **theory** of de-escalation.

It supports staff to gain a better understanding of their **rights** and **responsibilities** and to cope with all levels of behaviour.

Each programme is consistently updated to reflect Government policies and new thinking.

## Theory programme:

- Legal aspects around our rights and responsibilities
- Potential causes of difficult behaviour
- Methods to identify strategies that de-escalate the situation
- Incident recording, risk assessment and proactive planning

- **Dates:** May - November 2023
- **Time:** 9am - 4pm
- **Location:** Suffolk
- Refreshments and lunch are provided
- Refundable ticket upon attendance at the workshop

Learn More



## Tickets



SCAN ME

For any questions contact us at [kelly@caredevelopmenteast.co.uk](mailto:kelly@caredevelopmenteast.co.uk)

B&L Workshop 4 - 12th Sept @9am - IP City Centre  
B&L Workshop 5 - 11th Oct @9am - Holiday Inn, Ipswich  
B&L Workshop 6 - 15th Nov @9am - Ip City Centre

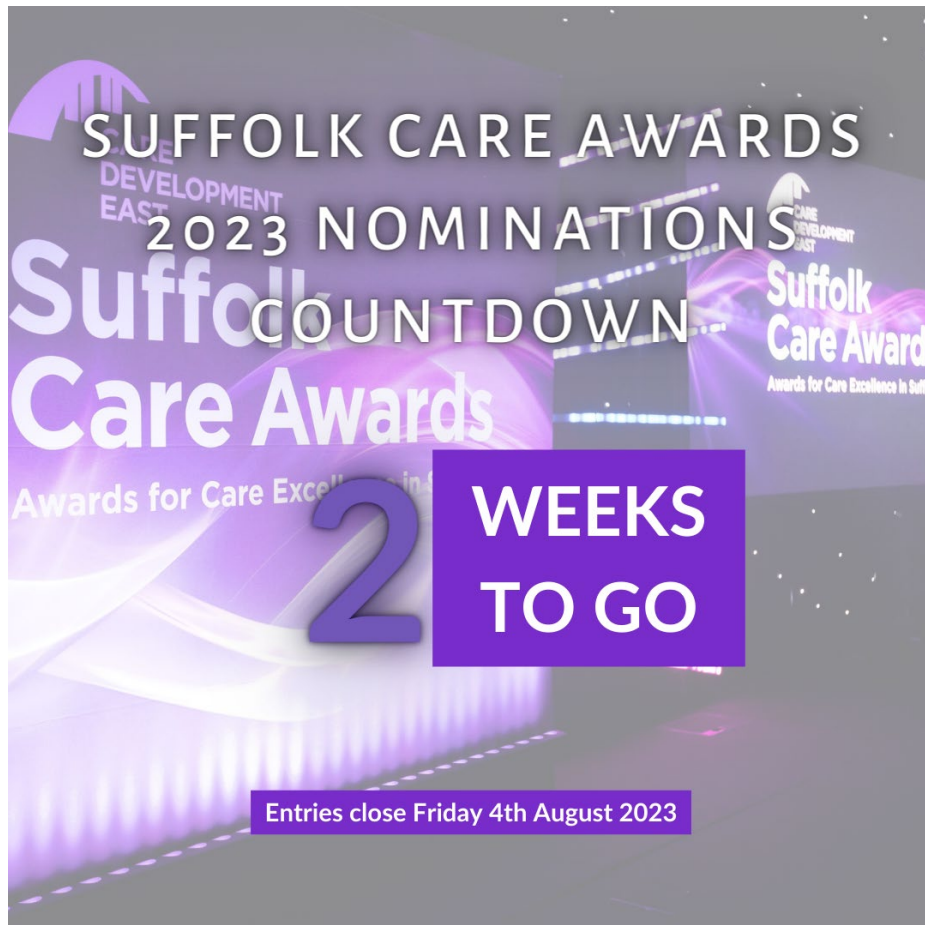
Join our Behaviour and the Law Workshop! 📄  
Boost your confidence and knowledge while having a great time!

Attend Bellscroft's engaging and enjoyable workshop, where you'll gain valuable insights into behaviour and the law. Our participants have said they were able to have a laugh while learning!

- Increase your confidence & knowledge
- Share stories and experiences
- Well-organised sessions
- Informative and friendly trainers

Best of all, the workshops are fully funded, and we provide lunch and refreshments.

# Suffolk Care Awards



A promotional graphic for the Suffolk Care Awards 2023. The background features a purple and white color scheme with abstract light trails and a large number '2' in a purple box. Text includes 'SUFFOLK CARE AWARDS 2023 NOMINATIONS COUNTDOWN', 'Suffolk Care Awards', 'Awards for Care Excellence in Suffolk', and '2 WEEKS TO GO'. A purple box at the bottom contains the text 'Entries close Friday 4th August 2023'.

SUFFOLK CARE AWARDS  
2023 NOMINATIONS  
COUNTDOWN

Suffolk Care Awards  
Awards for Care Excellence in Suffolk

2 WEEKS TO GO

Entries close Friday 4th August 2023



A photograph of a large indoor event, likely the Suffolk Care Awards 2023. The room is filled with people seated at round tables, eating and talking. The ceiling is decorated with a starry night sky theme. A large screen in the background displays the event logo. Text overlays include 'SUFFOLK CARE AWARDS 2023', 'TICKETS ARE ON SALE NOW!', 'GET YOUR COLLEAGUES TOGETHER AND JOIN US FOR A NIGHT OF RECOGNITION, CELEBRATION, AND FUN!', and 'VISIT - EVENTBRITE/CAREDEVELOPMENTEAST'.

SUFFOLK CARE AWARDS 2023  
TICKETS ARE ON SALE NOW!

GET YOUR COLLEAGUES TOGETHER AND JOIN US FOR A NIGHT OF RECOGNITION, CELEBRATION, AND FUN!

VISIT - EVENTBRITE/CAREDEVELOPMENTEAST



# Meet Our Host – Dr Sabina Brennan

- We are delighted to announce that the Suffolk Care Awards 2023 will be hosted by the esteemed Dr. Sabina Brennan.
- Known for her expertise and passion for brain health and dementia care, Dr. Brennan will guide us through an inspiring evening of celebration.



# JUDGING CRITERIA

## ATTENTION ENTRANTS



- To ensure your submission meets the criteria, download and refer to the category criteria.
- Provide evidence and current examples of how the nominee meets the specific criteria, with dates where possible.
- Keep it brief and highlight how the nominee has gone above and beyond with their service.
- Additional information can be provided in later rounds.
- Judges will be looking for examples of best practice.
- Entries close Friday 4th August 2023



CARE  
DEVELOPMENT  
EAST

# Suffolk Care Awards

Awards for Care Excellence in Suffolk



CARE  
DEVELOPMENT  
EAST

# Suffolk Care Awards

Awards for Care Excellence in Suffolk

# Any Questions?