



Consultants & Suppliers Supplement 2010-11



United Kingdom Homecare Association Ltd
Group House
52 Sutton Court Road
Sutton
SM1 4SL

020 8288 5291
helpline@ukhca.co.uk
www.ukhca.co.uk

Registered in England No. 3083104

Dear UKHCA member

I am delighted to present you with a copy of the 2010-11 Consultants' and Suppliers' Supplement produced by UKHCA.

Listing services and products specifically for the domiciliary care sector, the Supplement is distributed free to UKHCA members as a benefit of membership.

Inside you will find details of 43 consultants and suppliers to the homecare sector. These are publicly available online at: www.ukhca.co.uk/supply.aspx

A reminder that the UKHCA members' helpline is available 9 am to 5 pm Monday to Friday on 020 8288 5291, and can answer questions on practice issues arising in homecare, as well as providing access to human resource and legal advice.

There is more information about member benefits and services on www.ukhca.co.uk/memben.aspx

I hope you will find the Supplement a valuable source of reference and that you will keep it close at hand, ready for when you need a consultant or supplier.

Yours sincerely



Colin Angel
Head of Policy and Communication

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Business Services

Alexander Venture Consulting Ltd

**Twyford House
Charing Hill
Charing
Kent
TN27 0LX**

**Contact: Patrick Egan
Tel: 01233 714063
patrick.egan@a-v-c.co.uk
www.a-v-c.co.uk**



Our service focuses on helping your business succeed. Whether looking at new markets, developing existing ones, or coaching your staff team, our practical and hands-on approach can assist. We work closely with you to identify, pursue, and win new work. We offer general business consultancy, management coaching, marketing activities, assistance with CQC compliance and guidance in starting up new services. We also assist in preparing companies for sale to maximise their value, and look at the value of potential acquisitions. Contact us now if you are private, charitable or public sector, to discuss how we can help achieve your aims.

AMS

**The Old Court House
15 Glynne Way
Hawarden
Chester
CH5 3NS**

**Contact: Nicola Whittaker
Tel: 01244 533334
Fax: 01244 533346
njw@amsbs.co.uk
www.amsbs.co.uk**



AMS has an unrivalled background and experience in care and the sale of care sector businesses. We have a detailed understanding of the Care Standards and the Care Quality Commission, the Care and Social Services Inspectorate Wales and the Care Commission. AMS is able to respond to the many issues arising from the sale or the purchase of a care sector business, with the health and social care legislation, the local social services and the purchasers. Our objectives are to assist our clients with their sale or acquisitions by providing a professional and detailed service of the highest standard.

CQC Provider Support

**Sweetbriar Farm
Old Warden
Biggleswade
Bedfordshire
SG18 9HG**

**Contact: Laura Cambray
Tel: 01767 627185 or 07795 403298
laura@cqcps.co.uk
www.cqcps.co.uk**

Care Quality Company - Provider Support has been formed following requests from providers for specialised, cost effective and personal support dedicated to homecare organisations. Visit our website to see the full range of services and documentation available and for details of bespoke consultancy, training and business mentorship. Our policies and procedures go further than just offering you a framework document; they are supported with guidance on use and implementation. We can manage your QA process and generate professional QA reports for submission to CQC. Our main consultant is Jane Orr-Campbell who is well known for her pragmatic and effective advice.

ES Print Solutions

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26 Trenance Gardens
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West Yorkshire
HX4 8NN**

**Contact: Eamonn Croft
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National Care Service

**Wimberley Park
Brimscombe
Stroud
Gloucestershire
GL5 2TH**

**Contact: Stephen Mills
Tel: 01453 889700
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stephen.mills@nationalcareservice.co.uk
www.nationalcareservice.co.uk**



National Care Service offers a range of complementary services to those provided by the UKHCA, focussing on the commercial aspect of the domiciliary care sector. We work with companies at every stage of the business ownership lifecycle from those taking their first steps through to those that have been operating for many years. National Care Service offers consultancy services to organisations in the following areas: Start up services; business and financial benchmarking; marketing start up bundle and advice; on-line strategy. Contact us on 01453 889700 to find out how we can help you grow your business.

Paradise Independent Living

**39 Ingleton Road
Edmonton
London
N18 2RS**

**Contact: Leonie Da Silva
Tel: 020 8245 5005
Fax: 020 8292 2873
leonie@paradiseindependentliving.com
www.paradiseindependentliving.com**



Paradise Independent Living is a specialist provider of supported living services. We now offer a consultancy service to diversify your business to provide supported living. We can assist you with: Housing Benefit rental income maximisation guarantee; adapting existing operational policies and procedures to meet new outcomes; secure development finance & assisting with planning issues.

Phoenix Business Sales & Consulting Limited

The White House

UKHCA Disclosure Service

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www.ukhca.co.uk**



UKHCA's Disclosure Service enables employers to complete criminal record checks on potential employees. Our UK wide service is available to all organisations, who are required to check the suitability of workers providing care to children or vulnerable adults, a legal requirement in the UK. Our relationship with the Criminal Records Bureau allows us to transfer applications securely and electronically through their e-Bulk System. This provides a faster turnaround on applications and will soon be enhanced with the launch of our Online Disclosure Application process. Our service is professional, efficient and cost effective and our helpline provides any assistance you require.

Consultants

Alexander Venture Consulting Ltd

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Kent
TN27 0LX**

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Alexander Venture Consulting is really different. We work with homecare and supporting people providers concentrating on helping build your business and working closely with you to develop all aspects of your service. We offer practical hands-on help throughout the UK. We provide tailored services to help with completing pre-qualification questionnaires, tender evaluation, pricing analysis, bid writing or assistance with presentations. Our experience includes adults and children, approved provider frameworks, spot-block contracts, extra-care schemes, carer services, individual budgets, private client growth and supported living. Whether you are private, charitable or public sector contact us now to discuss how we can help.

Community Care Research & Consultancy

**34 Kingscliffe Gardens
London
SW19 6NR**

**Contact: Lucianne Sawyer
Tel: 020 8788 5625 or 07989 373576
Fax: 020 8788 4513
sawyer@dircon.co.uk**

Get to grips with Personalisation and Outcomes - we can help you make a success of the new agenda! We work with authorities and service providers - offering training and supporting essential organisational change. Or perhaps you just want to talk through the options and what this means for your organisation? We also offer tender preparation, business reviews, advise on workforce capacity, etc. Now into our 10th year, our clients include CSIP, Alzheimer's Society, Leonard Cheshire, many homecare businesses, housing associations and social services departments. We deliver up-to-date training, facilitate/run events - everything to help your business survive and thrive! Discounted rates for UKHCA members.

CQC Provider Support

**Sweetbriar Farm
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**Contact: Jane Orr-Campbell
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www.cqcps.co.uk**

Working through the Care Quality Company - Provider Support network, Jane Orr-Campbell has been supporting individual providers since 2008 and worked in homecare since 1996. Her business and industry knowledge is well recognised especially in the fields of tendering and regulation. Jane is also able to act as an Expert Witness.

**7 Willow Way
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HP11 1JR**

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Fax: 01494 533198**



I am an ex CSCI/CQC Inspector with 11 years experience including a year in the London Registration Team and in Local Authority Contracts Departments. I have managed domiciliary care services in both the public/private sector. I have been an independent consultant for 2 years and can provide excellent references. I produce tailored policies/practice guidance in key areas like administration of medication, health & safety, handbooks, service user guide, quality monitoring, training and supervision of staff, fit person interviews and AQAA. I can improve your quality rating and your business potential. I specialise in new registrations and tenders.

Ginare Consulting Policy Packages

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**Contact: Gina Baker
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www.ginare.co.uk**



Is your policy read as a last resort/post event? Ginare policy packages are a resource staff will want to read. Designed to support them through an era of CQC risk profiling/review, personalisation/re-ablement - this easy to use colour coded suite is outcome focused, sets out regulations, indicates evidence required, focuses on what people using services should experience, supplied pen or CD & hard copy, free updates for 2 years, telephone support re policies 6 months after purchase. Written from experience of Domcare ownership/experience, competitively priced. Call on 0208 434 3466 – with no obligation

Hasca Ltd

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**Contact: Lynda Tarpey
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lyndatarpey@hotmail.com
www.hascald.co.uk**



Hasca Ltd is a specialist health and social care consultancy led by Lynda Tarpey. Our team includes direct management experience of care provision in all adult settings. We provide business advice, support for tendering, registration and inspection and all aspects of workforce planning. We can help you make the most of the opportunities presented by the personalisation of care, resolve complaints, help you work well with other organisations, including commissioners and regulators and develop the right policies and procedures.

HB Care Consultancy Ltd.

'Jolma'
Cornsland
Brentwood
Essex
CM14 4JL

Contact: Heather Brialey
Tel: 01277 205764
Fax: 01277 205764
heather@hbcareconsultancy.com



Do you need to free up management time? We will prepare documentation for registration or tender submissions and submit 'online' where required. We will help solve any policy and procedure problems. Looking to become a registered provider or to register a new manager? We offer coaching. What's more, if you need an audit of compliance, help in costing your service, business continuity planning, training (supervision, appraisal, recording skills, dementia, safeguarding, Mental Capacity Act); come to us first. The Director is registered with the General Social Care Council, has inspection and social services management experience and would welcome an informal discussion.

National Care Service

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Contact: Stephen Mills
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www.nationalcareservice.co.uk



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Contact: Leonie Da Silva
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Roberts Consultants

**Willow Cottage
2 The Stables
Stronachlachar
Stirling
FK8 3TY**

**Contact: Jennifer Roberts
Tel: 01877 386332
j.roberts499@btinternet.com
www.caringforyourbusiness.co.uk**

Jennifer Roberts SRN has over 20 years' experience in the homecare sector, with a proven track record in developing homecare services throughout the UK. She operates Roberts Consultants and the internet-based service — Caring for your Business — that provides practical, innovative homecare business solutions. Caring for your Business is designed to provide tailor-made assistance to your business, budget and needs. From starting up a business to developing service networks, Jennifer can offer you guidance, advice, mentoring and training that will improve and support your business growth. Jennifer also provides an independent complaints, mediation and arbitration service.

The Policy Company Ltd

**Northwood House
138 Bromham Road
Bedford
MK40 2QW**

**Contact: Philip Bradshaw
Tel: 01234 349852
mail@carehomestandards.co.uk
www.carehomestandards.co.uk**

Meet CQC requirements. We offer simple and economical solutions to the task of writing and implementing policies and procedures for domiciliary care, and ensuring compliance with the requirements of the Care Quality Commission. At www.carehomestandards.co.uk you can review in detail our range of comprehensive and highly-praised models, take a look at sample material and purchase your CD online. If you prefer to download our material from the internet and receive regular updates, then go to www.thepolicylibrary.co.uk where this outstanding new service is explained in detail. We welcome enquiries about our products, and look forward to being of service to you.

Goods and Services

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Insurance



**121 Kingston Road
Leatherhead
Surrey
KT22 7SU**

**Contact: Lois Aiken or Cherry
Mawdsley
Tel: 01372 363030
Fax: 01372 360189**

Bluefin offers specialist insurance broking advice to nursing and domiciliary care agencies and, as the UKHCA recommended Insurance Brokers, arrange and administer the UKHCA insurance scheme for its members. The policy offers a wide scope of covers including Employers Liability and Public Liability, Medical Malpractice Errors and Omissions, Material Damage and Business Interruption. In addition, the policy includes a separate Abuse Liability Section which ensures contract certainty and Professional Indemnity cover that satisfies local authority contractual requirements. The Scheme is recognised as a market leader in the care industry for nursing and domiciliary care providers and as a major benefit of UKHCA membership.

Towergate Patrick



**Britannic House
230 Burlington Road
New Malden
Surrey
KT3 4NW**

**Contact: Catherine Pavey
Tel: 020 8336 0099
Fax: 020 8336 0755
carehomes@towergate.co.uk
www.carehome-insurance.co.uk**

If you or your staff conduct care duties, via home visits, to elderly or vulnerable adults, Towergate Patrick offers homecare insurance designed for your exact circumstances. Cover is available for your buildings, vehicles and against losses arising from incidents such as employee dishonesty or medical malpractice. There is optional access to an online HR tool that enables you to fulfil your legal responsibilities and a 24 hour stress and legal helpline. The tailored flexibility of the plan allows you to choose the extent of your policy, so that the premiums and the cover suit you.

Quality Assurance

MITC

**Redhill House
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Northamptonshire
NN6 9QP**

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Fax: 0160 464 8414
juliem@mitcsoftware.com
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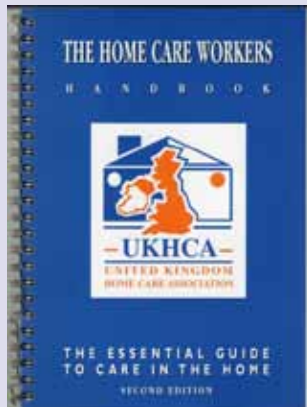


MITC Telephone Timekeeping helps domiciliary care agencies: Reduce payroll and overtime costs by 1-3% by eliminating low level fraud and overlapping shifts; verify actual clock-in and clock-out times; reduce administration by 25-50% by eliminating paper timesheets and payroll data entry; improve service with automated No Show alerts and Awake calls; provide telephone and internet access for carers and managers to monitor timesheets and schedules; MITC is suitable for all size organisations. Over 1,000 companies with 5 to 10,000 employees have selected MITC to reduce costs, increase efficiency and guarantee service.

The Home Care Workers' Handbook

Second Edition 2003

£8.99 for non-members
£5.99 for UKHCA members



The essential guide to care at home by Janet Wells gives sound, practice-based information.

See www.ukhca.co.uk/handbook.aspx for an order form and more details.

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MITC Telephone Timekeeping helps Domiciliary Care Agencies:

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- Reduce administration by 25-50% by eliminating paper timesheets and payroll data entry
- Improve service with automated No Show Alerts and Awake Calls
- Provide telephone and Internet access for carers and managers to monitor timesheets and schedules

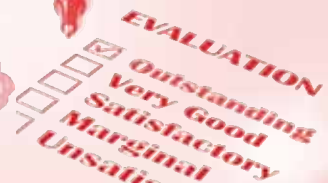
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UKHCA hold frequent, value-for-money conferences and workshops around the UK. Our events provide up-to-date information on current topics in domiciliary care. UKHCA members enjoy a preferential delegate



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**Contact: Sanjay Kava
Tel: 07956 196063
sanjay@cityworx.co.uk
www.cityworx.co.uk**



Cityworx Limited is dedicated recruitment service to the care industry, placing care coordinators through to senior management. We pride ourselves on forming partnerships with service providers and candidates at all levels. Our ethos is putting people first. If you are a service provider seeking strategic long term people solutions we can search and select the ideal individual tailored to your specific requirements. If you are an individual seeking a new challenge we will take the time to listen to you. With strong relationships cemented over time we are the only agency to present candidates the best opportunities available.

Software & IT

AKM

**Marila House
40 Camel Road
Littleport
Ely
Cambs
CB6 1PU**

**Contact: Tammy Driver
Tel: 08454 590076
Fax: 08450 049421**



The complete management control system for independent care agencies. It helps you comply with Care Standards and links directly to Sage Accounts and Payroll. It has been designed by care agencies for care agencies. It is customisable and can be adapted to suit each agency and their individual needs. Its design is simple yet effective and allows the user to navigate with ease to crucial information within the system. CareFlex has many great features that help you manage your business more efficiently. Features that ensure you have all the relevant information at your finger tips, at a click of a button.

CareFree Management Ltd

**13A Appleton Court
Calder Park**

**West Yorkshire
WF2 7AR**

**Contact: Steve Rowbottom
Tel: 08458 620405
Fax: 01924 250355
info@carefreegroup.com
www.carefreegroup.com**



CareFree is an innovative homecare management system used for all areas of recording and monitoring the provision of care to service users. A highly visual and intuitive rostering and scheduling system, CareFree delivers results in all areas of your business. The product has developed and evolved over the years to incorporate wage and invoice production, the recording and planning of training and legal reporting required by the Care Quality Commission. CareFree's flexibility and ability to improve and update within minimal timeframes is an intrinsic strength of both the company and the product. Offices in Wakefield, Bolton, Elstree and Belfast.

CM2000 Ltd

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**West Midlands
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Fax: 0121 308 3030
maio.jay@cm2000.co.uk
www.cm2000.co.uk**



CM2000's award winning, web-enabled electronic monitoring service, CallConfirmLive! provides accurate, real time care visit data, 24 hours a day, 365 days a year allowing customers to analyse and report on a comprehensive range of information about the care provided exactly as it happens. CallConfirmLive! features: Fully integrated scheduling; comprehensive management reporting; invoice generation and approval; text messaging/voicemail for keeping in touch with care workers and real-time alerts for missed/late visits. CallConfirmLive! is backed by a dedicated customer service team who will ensure monitoring will deliver a cost effective and quality assured service.

Coldharbour Systems Ltd

**The Courtyard
Wraxall Hill
Wraxall
Bristol
BS48 1NA**

**Contact: Mike Moreton
Tel: 01275 850500
Fax: 01275 850501
info@coldharbour-systems.co.uk
www.coldharbour-systems.co.uk**



Coldharbour is the largest and leading supplier of community care management systems to the public, private and not-for-profit sectors and has 4,500+ users nationwide. We are proud to offer a quality assured service which is truly scalable, from single users to 500+ user installations. Supplying solutions to the care industry since 1987, we have over 80 personnel, weighted towards support services and provide a safe pair of hands for all business sizes. Our Strategic User Focus Groups, including many leading sector organisations, meet regularly to ensure that our software/services remain leading edge and provide tangible business and service benefits.

HET Software Ltd

**Weavers Mill
High Street
Haverhill
Suffolk
CB9 8DD**

**Contact: Charlotte Farenden
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Fax: 01440 713200
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www.hetsoftware.co.uk**



Established in 1993 HET delivers innovative user-focused software solutions for homecare providers. CareManager3 is designed to improve business processes in the homecare industry. Used by over 500 customers across three continents we are a trusted partner to independent homecare providers, local authorities and not-for-profit organisations. Our proven 'best of breed' software, CareManager3, enables the management of rostering and electronic call monitoring. It simplifies the allocation of staff, automates payroll and invoice preparation and is CQC compliant. CareManagerMobile, is revolutionary technology providing a unique mobile solution for care staff. CareManagerMobile supports Personalisation and Self Directed Budgets.

MITC

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Tagtronics Ltd

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Lancashire
BB3 0DB**

**Contact: Steve Lander
Tel: 01254 819200
Fax: 01254 873238
howcanwehelp@tagtronics.co.uk
www.tagtronics.co.uk**



Tagtronics Homecare has been developed since 1998 and continues to help care providers in the running of all aspects of their business. Our user friendly system assists with rosters, all client/carer information, carer training, and assists with CQC, NMDS and HH1 reports. This information can then be used to seamlessly produce invoice, payroll, rotas and mileage. Our electronic monitoring solution provides the necessary information required by social services as well as real time alerts for the provision of health and safety for your clients and carers.

Terian Computer Services



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Fax: 0161 727 8688
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www.terian.co.uk**

Terian Computer Services have been developing software since 1982 and currently have systems in use by over 20 fire brigades, police forces and approximately 500 care agency coordinators. Terian CareSolve is an efficient and very easy to use, operational management system for use by large and small organisations that provide homecare. The program can run on just one PC or laptop, or in a variety of server-based network configurations. It's easy to get going with CareSolve as we offer a free demonstration, a fully working 30-day trial and a monthly pay-as-you-go licensing scheme.

The ICT Bureau

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sales@ictbureau.co.uk
www.ictbureau.co.uk**



The ICT Bureau has developed one of the most complete software solutions available to the care agency market. Agency Manager 4 is suitable for domiciliary and nursing agencies, and those that do both. Scheduling, rostering, payroll, invoicing, credit control and more, means vastly reduced processing time and costs. Advanced features eg. e-pay, e-invoicing, automatic mileage calculation, electronic care plans, advanced reporting and more. Complete with EVR\ Call Monitoring Solutions. Built modularly, ideal and accessible to small and large operations alike. Competitive and creative pricing structure meaning Agency Manager 4 is available for as little as £55 per month.

Ulysses Database Management Systems Ltd

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Fax: 01865 890068
sales@rostering-systems.co.uk
www.rostering-systems.co.uk**



Ulysses offers a bang-up-to-date care solution for busy care companies. Our main system, Newcare, is comprehensive, easy to use and reduces your workload by being simple and automatic. Newcare handles training, allocation, invoicing, payroll, and easy reporting. It also supports the latest technologies such as PDAs, mobiles, and electronic time monitoring systems, such as EziTracker, CM2000, and Newcare NFC Mobile, and includes links to popular accounting and payroll systems like Sage and PayeMaster. Newcare can handle personalised budgets and outcome-based care with ease. You can buy outright or rent via our low-cost rental scheme.

Webroster Ltd

**Ashton House
3 Flag Business
Exchange
Vicarage Farm Road
Peterborough
Cambridgeshire
PE1 5TX**

**Contact: Naomi Gwynne
Tel: 01733 311599
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naomi.gwynne@webroster.net
www.webrostergroup.com**



webroster.net workforce management and homecare software has evolved from extensive first-hand experience of the resource industry, giving managers more time, control and improved efficiency across rostering, time and attendance and monitoring activities. webroster.net's mobile solutions and staff and client portals significantly improve communications and our two electronic monitoring systems efficiently automate the check in/out process. (www.webroster.co.uk). you2choose, our other online brand, is a unique online health and social care directory. Anyone looking for care including Individual Budget holders, self funders, brokers and advocates can search, reserve, book and pay for care services in real time, 24/7 over the internet. (www.you2choose.com).

Solicitors

Anthony Collins Solicitors



**134 Edmund Street
Birmingham
B3 2ES**

**Contact: Douglas Mullen and Julia
Jones
Tel: 0121 212 7494
Fax: 0121 212 7438
julia.jones@anthonymcollins.com
www.anthonycollins.com**

Solicitors and preferred legal advisers to UKHCA since 1997. Wide experience of the homecare market. Regularly advise members in connection with employment issues, terms of business, sale and acquisition of businesses including mergers, debt recovery, regulatory and Care Standards issues, including registration with the Care Quality Commission, compliance, representation at the Care Standards Tribunals and adult protection investigations. Specialist commercial services, social care services, and regulatory and enforcement teams. Act for a number of UKHCA members in a personal capacity. Members of teams regularly speak at seminars. Operate a discounted fee structure for UKHCA members and a free members' telephone helpline offering initial advice.

Berwins

**2 North Park Road
Harrogate
North Yorkshire
HG1 5PX**

**Contact: Henry Bennett
Tel: 01423 509000
Fax: 01423 503213
Marketing@berwin.co.uk
www.berwin.co.uk**



Berwins understands home care businesses through working extensively with them, in dealing with their specific employment issues, buying and selling their businesses, acquiring properties, dealing with issues with key providers and recovering debts. We have deep experience of the sector and its needs, and bring the passion and care we have for our own people, work and community to looking after your business.

Training

Ace Care Training & Care Consultancy Ltd

**27 Basepoint Business
Centre
Metcalf Way
Crawley
West Sussex
RH11 7XX**

**Tel: 01291 624451
Fax: 01291 311031
training@acecareuk.co.uk
www.acecareuk.co.uk**



We are a nationwide leading provider of innovative solutions for your business, providing outstanding quality at a great value price. Our services are designed to enable businesses to meet all compliance requirements, including: Training - over 60 different training courses including all mandatory subjects (all training certificates are sent within 5 working days); On Line Training; Occupational Health Screening; Consultancy and PAT Testing. We have a proven track record with all our services and 92% of our customers rebook our services so why not try us? Visit our website for more details of all our services.

AJ Training

**4225 Park Approach
Rubicon Square
Thorpe Park
Leeds
West Yorkshire
LS15 8GB**

**Contact: Rachel Bryan
Tel: 0113 823 1822
Fax: 0113 823 1800
rachelbryan@ajsocialcare.co.uk
www.ajsocialcare.co.uk**



AJ Training are an approved City and Guilds centre and social care training centre with an affiliated excellent CQC rated community care provider. We offer the opportunity to be trained by social care experts. All courses are updated regularly and are compliant with legislation and guidance. Attendees are guaranteed an engaging experience and will walk away confident in their knowledge and ability to improve the quality of lives of the people they work with. Courses include all mandatory training including First Aid and Moving and Handling, Common Induction Standards, specialist training and QCF framework awards in Health and Social Care.

Curve Learning and Development

**13a
Appleton Court
Calder Park**

**Tel: 0844 1 1 7338
contactcurve@curvelearning.org.uk
www.curvelearning.org.uk**



**West Yorkshire
WF2 7AR**

At Curve we have a real passion for developing people, but we are also aware of the need to deliver outstanding return on investment. We deliver courses covering all aspects of mandatory training direct to front line staff or at a Train the Trainer level. We have a proven track record of delivering results through professionally delivered training that is engaging, informative and fun. We have over 10 years experience of working within the health and social care market and use this experience to challenge existing views and develop new skills and approaches.

ERA Training

**9 Station Road
Bognor Regis
West Sussex
PO21 1QD**

**Contact: Karen Davison/Pawel Worach
Tel: 01243 841753
Fax: 01243 866147
canteen@everydayrecruitment.net
www.erahealthcare.com**



ERA training provides all the mandatory and short course training you need to meet and exceed the regulatory requirements and standards set by Skills for Care's common induction and NVQ in Health and Social care. Courses include - Safe Moving and Handling of People, Health and Safety, Infection Control, Food Hygiene, Safeguarding of Vulnerable Adults, Emergency First Aid, Fire Safety and specialised courses such as Domiciliary Dispensing of Medication, Risk Assessment, Dementia plus many more. Courses can be delivered at your premises or at our fully equipped training room by our highly experienced and qualified trainers. Please contact us for further information.

Hasca Ltd

**Studio House
Delamare Road
Cheshunt
Hertfordshire
EN8 9SH**

**Contact: Lynda Tarpey
Tel: 01992 633111
Fax: 01992 633733
info@hascald.co.uk
www.hascald.co.uk**



Hasca Ltd has a proven track record of providing the type of practical hands-on training that your organisation needs. We specialise in providing the skills to successfully improve practice throughout your organisation, meet mandatory training requirements and provide continuing professional development for staff of all levels. We are proud to be at the forefront of training initiatives and development, and are pioneering training for carers and service users. Visit our website for full details of all the courses we offer, or contact us to discuss how we can meet your training needs.

LinQs Ltd

**17 Bracken Hey
Clitheroe
Lancashire
BB7 1LW**

**Contact: Gill Bailey
Tel: 01200 442482 or 07970 567608
Fax: 01200 442482
gill@linqs.co.uk
www.linqs.co.uk**



LinQs specialise in delivering leadership & management development training to the Care Sector. LinQs training programmes include Business Management skills, Leadership & Management in Care, Mental Health Awareness for Housing with Care managers, Health & Safety in Care management. LinQs Director, Gill Bailey has owned care businesses, provided consultancy to UKHCA on 3 UK Workforce Development Projects. LinQs growing success is built on partnership working with care & training professionals. Delivering training for care providers, regional care training partnerships, housing associations & FE colleges. LinQs Leadership training featured by Skills for Care North West in 'Good Practice' newsletter 2009.

Mulberry House

Hingham Manor
Hingham
NR9 4HP

Tel: 01953 853070
info@mulho.com
www.mulho.com



The UK's leading provider of high quality DVD and online health and social care training. Our huge range of training DVDs start from under £57.00! This includes handouts, worksheets, test papers and a whole lot more on the FREE "paperwork" CDs that accompany each training DVD. In the last 12 months, approaching 13,000 care providers in the UK have used Mulberry House training material. Have you? Call 01953 853070 or visit www.mulho.com for FREE training resources, DVD previews, requesting a brochure and more.

Sentinel Training In Care

Suite B Second Floor
Cornerstone House
Stafford Park 13
Telford
Shropshire
TF3 3AZ

Contact: Vicky James
Tel: 08451298159
vicky.james@sentineltraining.co.uk
www.sentineltraining.co.uk



Sentinel is a training centre, based in Telford, providing Health and Social Care training from Induction to NVQ/Diploma. We cater for everyone's different learning needs delivering courses nationwide. We pride ourselves on being able to offer high quality training and assessment to our trainees. The feedback returned to us has been very positive and we are always complimented on our relaxed and friendly manner. We find many familiar faces returning for more courses.

Social Care Consultants

Lanwood House
18 Lan Park Road
Pontypridd
CF37 2DH

Contact: Tim Dallinger
Tel: 01443 400307
info@socialcareconsultants.co.uk
www.socialcareconsultants.co.uk



We provide specialist care sector training at NVQ and ILM level 5 standard. But we do it with a difference - so we can make a difference! As care providers, we understand the training needs of care setting leaders, managers and staff. Our courses are relevant to the job, and can immediately be taken back to the care setting and applied. Our unique delivery style is designed to engage and motivate delegates in relaxed, enjoyable settings. Delegates receive course notes and certificate for their CPD file. Open courses run UK-wide, and in-house courses are tailored to meet your specific needs.

social-care.tvSOCIAL CARE TV  ONLINE TRAINING**Hingham Manor
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NR9 4HP****Tel: 01953 853070
info@social-care.tv
www.social-care.tv**

Online training for health and social care providers from under £5.00 per course per trainee. A full range of easy to use, available any time, mandatory and non-mandatory training courses for health and social care providers. social-care.tv was specifically developed for you to make online training as high quality, affordable and accessible to you as possible. Training certificates are automatically issued - FREE - when someone finishes a course. We even offer an entirely free training course to show you how good social-care.tv is. To find out more, visit www.social-care.tv

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UKHCA Publications available for purchase or download



All of the publications listed here are available either for download from www.ukhca.co.uk/downloads.aspx or for purchase, with substantial discounts for members from www.ukhca.co.uk/productlist.aspx. See our most recent publications catalogue for prices and an order form, available from www.ukhca.co.uk/downloads.aspx?id=32.

Nutrition Guide and "Train the Trainer" Programme

Estimates suggest that 1 in 4 people over the age of 65 are at risk of malnutrition. This resource guide and careworker training programme describes how to recognise malnutrition and dehydration, and assist with menu planning, shopping and food preparation, including special dietary and cultural needs.



Stress Management Resource Guide and Training Programme

Stress is the body's reaction to excessive pressure. A small amount can be good, but too much can cause ill health, emotional and mental health problems.



This resource guide and in-house training programme has been developed to help organisations manage stress in the workplace.

Infection Control 'Train the Trainer' Pack

This pack is designed to help you raise awareness of the causes of infection, how it spreads and what can be done to prevent or reduce infection. The programme follows the Skills for Care Infection Control Knowledge Set and has been designed to help you run your own in-house infection control programme training.



Included in the pack are the training guide, written exercises, overhead projector slides, glossary, frequently asked questions on the UKHCA Helpline, and a CD with electronic versions of the materials.

Medication 'Train the Trainer' Pack

The complete set of course materials from our *Medication 'Train the Trainer'* workshop is now available for purchase, without attending one of the workshops.

Materials include the trainer's guide; OHP slides; delegate's workbook; written exercises; competency tests and CD Rom.



Details of the one-day workshop to complement these training materials are available from www.ukhca.co.uk/conferences.aspx.

The Home Care Workers' Handbook (2nd edition 2003)

The essential guide to care at home by Janet Wells gives sound practice-based information.

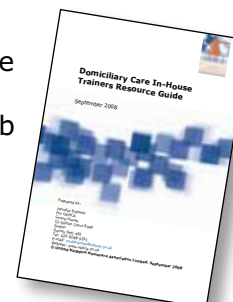
The handbook supplements the information that must be given to your workforce as part of your statutory regulation.



UKHCA members qualify for discounts on purchases of 50 copies or more. Please call 020 8288 5291 for prices.

Domiciliary care in-house trainer's resource guide

In many small and medium domiciliary care organisations, the role of in-house trainer falls to someone who is doing another job within the organisation. To help ensure that this person has the knowledge and skills to carry out the role effectively, UKHCA has developed a training resource guide covering induction, the training process, funding, how people learn, and how training is evaluated.



Dementia Training Pack

This pack provides the tools for homecare agencies to train care workers about the effects of dementia on service users, their families and friends.

The pack enables managers and trainers to help careworkers care for the person with dementia, maintaining privacy, dignity, independence and choice and following the Skills for Care Knowledge Set for Dementia.



UKHCA Code of Practice

Our new Code of Practice came into effect on 1st May 2007.

English and Welsh-language versions have been printed in UKHCA's corporate colours on high-quality silk paper.

'Clearprint' and large print versions are also available as a free download from www.ukhca.co.uk/codeofpractice.aspx.



An English A1 poster of the Code of Practice is also available for purchase.

Note: English versions of the Code will be supplied unless Welsh-language version is specified in your order.

Time Management Resource Guide and Training Programme

People with good time management skills are the most effective at their jobs and are often amongst the highest achievers.

This resource guide and in-house training programme has been developed to assist organisations develop their staff's time management techniques for the benefit of both the individual worker and the organisation.



A Guide to Quality Assurance

(UKHCA members only)

Service users' increasing expectations and 'light-touch' regulation mean that Quality Assurance (QA) systems are vital to provide evidence of your quality. This guide explains how to implement your own systems and documentation, and how to report the results to suit different audiences, including service users and inspectors.



Choosing Care In Your Home

(UKHCA members only)

Completely revised for 2007, printed in a larger format and improved design for people with mild visual impairment.

This leaflet gives potential service users and their families an introduction to homecare and explains the benefits of choosing an agency that is a member of UKHCA.

Free downloads from www.ukhca.co.uk/downloads.aspx?id=108.



UKHCA member organisations can download it for free from

www.ukhca.co.uk/downloads.aspx?id=168

Food Hygiene Train the Trainer Pack

Domiciliary care workers look after vulnerable people who are amongst the most susceptible to food poisoning.

The *Food Hygiene Train the Trainer* pack has been specifically developed for the domiciliary care sector, to enable staff to be trained in food hygiene techniques and precautions to prevent food poisoning. The pack will also help employers comply with Regulation (EC) Number 852/2004 which requires food handlers to be trained in food hygiene.



UKHCA Car Window Stickers

UKHCA's car sticker with the words "Care worker on call. No drugs or medicines carried" and space for a telephone number to be written with indelible marker.



Bluefin

Castlebank Care insurance for care agencies

If you are a nursing or domiciliary care agency, Bluefin have specifically designed an insurance package for UKHCA members which covers:

- Employers liability
- Public liability including medical malpractice and abuse covers
- Professional indemnity
- Personal accident
- Buildings
- Legal expenses
- All risks cover on office contents and computer breakdown
- Loss of money
- Business interruption risks
- Theft by employees
- Directors and officers liability

Bluefin is a specialist insurance broker for the care industry. Call us today to see what we can do for you.

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