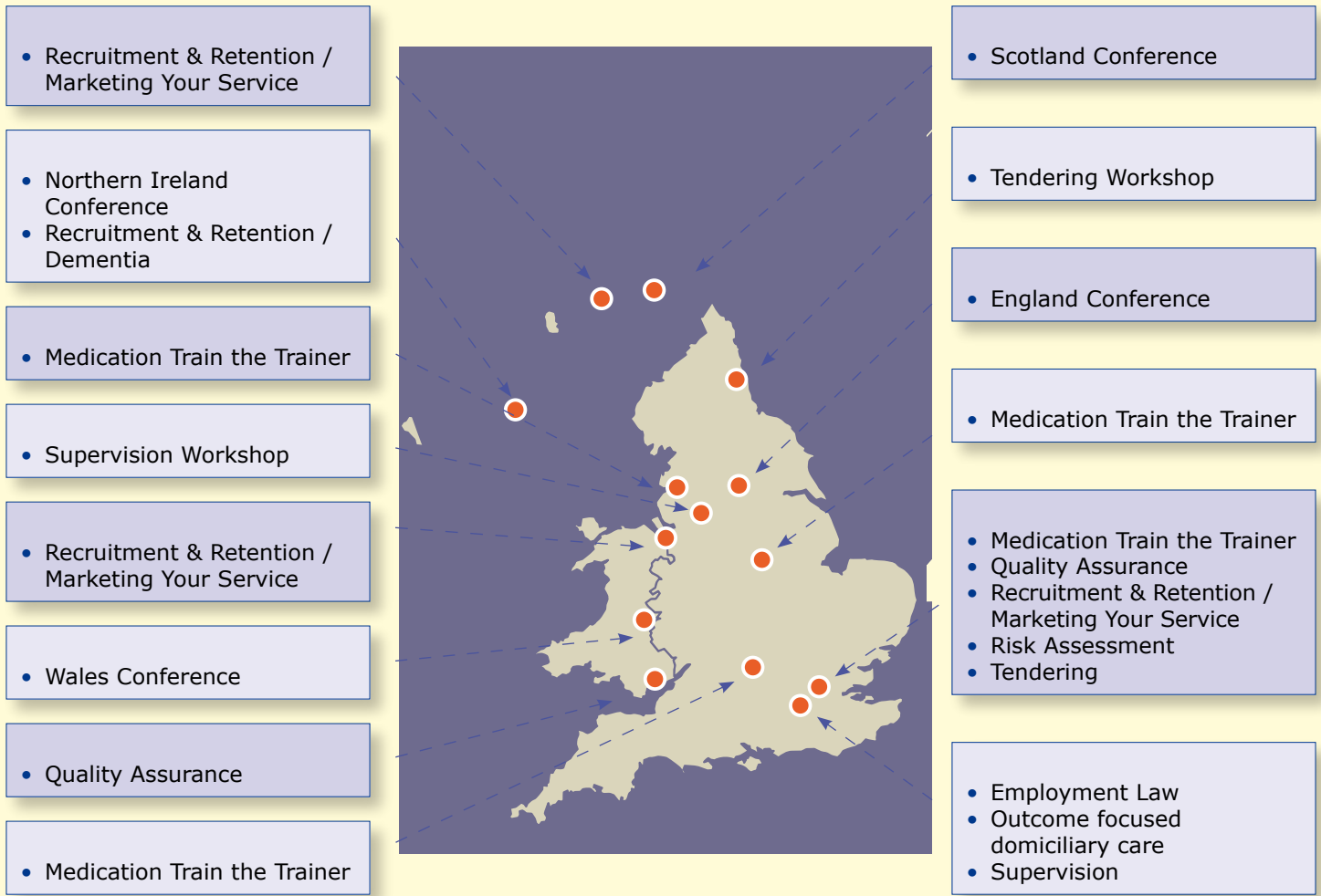


Homecare Update

Issue 6



UKHCA workshops: equipping you for modern social care



Keeping homecare providers abreast of the latest issues affecting the sector is the key objective of our conference and workshop programme.

The commissioning of home-based care is moving from purchasing care by the hour to achieving positive outcomes for service users. Our

workshop shows how you can turn this theory into practice.

New methods of 'proportionate regulation' by statutory inspectors have highlighted the need for agencies to adopt robust quality assurance procedures. UKHCA's Honorary Secretary, Bill McClimont, will run a workshop that show homecare providers how to demonstrate continuous improvement to both inspectors and customers.

Providers' legal obligations to their users and workforce continue to be an essential requirement of homecare and our

workshop will help you identify and reduce the possibility of harm or injury in your business, while our new

workshop show you how to develop your careworkers' understanding of their practice.

UKHCA's HR Manager Wosiela Bobie and Head of Policy Colin Angel return this year with

Publications exclusively for the homecare sector

UKHCA's publications are written especially for the homecare sector, so you can be sure that materials are relevant to your business and you won't have to read through pages about care homes before you find something that applies to you.

Some of our publications are only available to UKHCA member organisations, while others come with a substantial discount on the standard price. Our full range of publications are available from our website at www.ukhca.co.uk/downloads.aspx.

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.

- UKHCA members £190.00
- Non-members £310.00

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

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.

- UKHCA members £57.50
- Non-members £107.50

Food Hygiene Train the Trainer pack (New)

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 members £125.50
- Non-members £235.50

Time Management Resource Guide and Training Programme (New)

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.

- UKHCA members £37.50
- Non-members £107.50

A Guide to Quality Assurance

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.



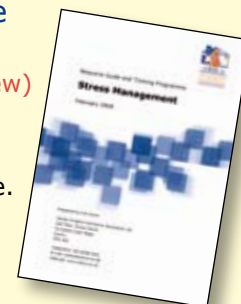
UKHCA member organisations can purchase a copy, or download it for free from: www.ukhca.co.uk/downloads.aspx?id=168

Printed copies:

- UKHCA members £10.00
- Non-members £80.00

Stress Management Resource Guide and Training Programme (New)

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.

- UKHCA members £37.50
- Non-members £107.50

All prices include post and packing and VAT where applicable.
Details of other publications and an order form are provided on page 7.

UKHCA workshops: equipping you for modern social care



Quality Assurance



Employment Law



Employment Law



Tendering

Continued from page 1

that explain the latest HR developments, including TUPE. The afternoon session includes an 'employment law clinic' where we aim to advise on your real-life issues, sending you away with new materials to manage your workforce effectively.

Skills for Care recently reported that staff turnover in homecare is running at 25%.¹ Our

are designed to help you attract (and keep) your workforce in a cost-effective manner. These workshops are paired with an afternoon session on

or .

High staff turn-over creates a number of problems, not least constant need to train

¹ Skills for Care (2007) *NMDS_SC Briefing, Issue 2*, page 1.

new recruits. Our workshop is designed to cut the expense of hiring external trainers by providing the materials and knowledge to run your own medication training in-house. All delegates at this workshop receive a free copy of the training guide, slides for overhead projectors, workbook and materials on CD Rom.

And we haven't forgotten the importance of securing high-volume business with local authorities. Our highly successful

continue this year, lead by contracting expert, Jane Orr-Campbell.

Our conferences and workshops are open to you

regardless of whether you are already a UKHCA member organisation or not, but our members currently receive a discount between 34% and 45% on events featured in this issue. You can apply for UKHCA membership using the form on page 5.

And some dates for your diary: We'll be advertising our four shortly. These aim to give each UK administration an opportunity to hear government policy makers and sector experts and the chance to network with other providers. This year we'll be in Llandrindod Wells (24th April), Leeds (26th June), Edinburgh (24th September) and Belfast (18th November).

Dates, prices and a booking form for our workshops are on page 8, or get more information from www.ukhca.co.uk/conferences.aspx.

First Northern Ireland providers interviewed by RQIA

As we went to press, the first domiciliary care agency managers were being called to their Responsible Person interviews with the Regulation and Quality Improvement Authority (RQIA).

UKHCA recommends that managers preparing for their

interviews should have read and understood the main legislative documents:

- The Domiciliary Care Agency Regulations 2007;
- The Domiciliary Care Agencies Minimum Standards (currently still a draft); and

• *At least Sections 12-29 of The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003.*

Links for these documents and some extra tips are available from www.ukhca.co.uk.

Not a UKHCA member? Look what you're missing...

Relationships with national and regional Government enable UKHCA to represent the views of homecare providers with policy makers, regulators and the media.

UKHCA is the first point of contact for professional advice and support within the homecare sector. Our telephone helpline includes free legal and human resources advice.

UKHCA has an extensive conference and workshop programme throughout the UK. Member organisations receive preferential rates of at least 33%.

Regular e-mail alerts, mailings and access to the member-only area website keep you updated with breaking news.

Our bi-monthly magazine, *Homecarer*, is a digest of sector information from the four nations of the UK and contains resources and information for homecare organisations and managers.

Research reports, factsheets and policy guidance documents share our knowledge of the sector and offer guidance on key practice issues, while our costing model helps providers create viable charge rates.

Our Code of Practice enables our member organisations to demonstrate their commitment to quality. The UKHCA logo is a recognised 'kite-mark' in the care sector.

Qualifications

UKHCA enables homecare providers to access training funds from Skills for Care.

Careworkers and managers can complete vocational qualifications and training courses through our accredited Assessment Centre that also provides qualified internal verifiers and an external verification service.








The public regularly use our website and helpline to find homecare providers in their area.

UKHCA members can advertise under our corporate scheme in Yellow Pages and the Thomson Local directory.

The Association is a registered umbrella body enabling member organisations to undertake criminal record checks without the added burden of complex administration and security systems to satisfy applicable Codes of Practice.

Our recommended insurance scheme has been designed exclusively for the sector by homecare experts and is only available to UKHCA members.

Watch your UKHCA membership pay for itself!

Medication Train the Trainer Workshop		£270	save
National Conference (per delegate)		£147	save
Quality Assurance Workshop (per delegate)		£113	save
UKHCA's <i>Medication Policy Template</i> software		Free!	save
15 minute 'phone call to legal helpline		Free!	save
50 copies of the <i>Home Care Workers' Handbook</i>		£293	save
		£823	save

Full prices quoted are those available to non-members. All prices include VAT, where applicable.

Application for Full Membership of UKHCA

Completing this application form

1. Please complete the application form in full, signing the declaration and consent in section A and returning all documents requested in section D.
2. Admission to membership is subject to accurate completion of this application form and any supplementary vetting procedures that UKHCA may require.
3. If you are required to register with the statutory regulator in the country where your branch or branches operate and your registration is withdrawn, then membership of UKHCA will automatically lapse.
4. Organisations are required to seek membership for all their branches that provide homecare.
5. Payment should be made by cheque in pounds sterling, payable to UKHCA, at the rates below, or by a Premium Credit Monthly Instalment Plan (forms available on request from 020 8288 5291).

Single Branch	£472
2 Branches	£379 per branch
3-10 Branches	£316 per branch
11-49 Branches	£276 per branch
50 or more branches	£233 per branch

A. Declaration and Consent

I confirm that the details given on this application form are correct and that all branches will adhere to the UKHCA Code of Practice (available from www.ukhca.co.uk/codeofpractice.aspx).

By signing the Declaration I agree to UKHCA making the name, address, telephone number, e-mail and website address of my organisation available to:

- Individuals seeking care services
- The UKHCA website
- Local Authorities, Health Authorities and similar bodies
- Independent and voluntary organisations
- Other organisations, or individuals, as the UKHCA Board shall decide.¹

Print your name:

Signature:

Date:

¹ UKHCA does not give details, other than those described above to any third party without the written permission of the member organisation.

B. About your organisation

The main contact for this location:

Title (please tick): Mr Mrs Ms Dr

First name:

Surname:

Job title:

Organisation name:

Operating address:

Postcode:

Telephone:

Fax:

E-mail address:

Website:

Number of service providing branches:
(If this number is more than one, please submit the above information for all branches)

C. About your business

Please tick (✓) if your organisation can supply:

Personal care, nursing care, support or domestic care

Please tick (✓) if your organisation can supply any of the following services:

Rapid response, intermediate care, hospital at home, rehabilitation services or specialist ethnic minority services

Please tick (✓) all the categories of staff your organisation can supply:

Qualified Nurses Domiciliary careworkers Support domestics

Does your organisation provide a "live-in" care service (Please tick ✓)

Yes No

Continued on next page...

If you provide a live-in care service, what is your geographic coverage? (Please tick ✓)

Local area or region only Nationwide (in at least one UK country) N/A

Do you provide a telephone response services (not an answerphone) 24 hours each day?

Yes No

What is the size of your current trading base? (This information is strictly confidential and only used in aggregate form. It is not passed on to any third party.)

Average number of hours of care per week:

Average number of service users receiving care per week:

Total number of care workers currently on your books:

The total number of staff possessing NVQ/SVQ in health and/or social care:

Do you provide homecare (Please tick ✓)

As your sole activity?

As part of more than one activity? (eg. a nursing agency or care home)

Is your organisation (Please tick ✓ one)

A for-profit organisation? (eg. sole trader, partnership, limited company)

A not-for-profit organisation? (eg. housing association, Co-operative)

A charity or voluntary organisation?

A local authority?

Is your organisation a franchisor, in addition to providing care services? (Please tick ✓)

Yes No

Is your organisation a franchisee? (Please tick ✓)

Yes No

If "Yes", please give the name and address of the franchisor:

Franchisor's name:
Address:
Postcode:

Please tick (✓) any of the client groups to whom you offer a care service:

Older people Children Learning disability
 Mental health Physical disability Multiple disability

Do you hold appropriate insurances to cover your obligations to care workers and responsibilities to clients? (Please tick ✓)

Yes No

Please provide details of your insurance cover (continue on a separate sheet if necessary):

Name of insurer:

Type of cover:

Policy number:

Has any ruling been made against your organisation, a director, secretary or Registered Manager, by any court or tribunal that may reasonably affect your application to join UKHCA? (Please tick ✓)

Yes No

If "yes", please supply details on a separate sheet.

D. Returning your application

All applications:

- A completed copy of this form.
- Your cheque (in pounds sterling, payable to UKHCA), or a completed Premium Credit Instalment Plan.
- Details of any rulings by a court or tribunal requested at question 14, above.

And either

- A copy of your certificate of registration from the statutory social care regulator in the country where you operate.

Or

- A copy of your complaints procedure.
- A copy of your "Statement of Purpose" or the "Aims and Objectives" of your organisation.
- A copy of your Terms and Conditions of Business.
- A blank copy of your application form for a prospective careworker.
- A bank copy of your service user assessment document.
- A copy of your brochure, detailing the services your organisation can offer.

Send your completed application form, supporting documents and cheque to:



Publications exclusively for the homecare sector

Adult Protection Toolkit (New)

Produced jointly by UKHCA and national charity Action on Elder Abuse, the Toolkit explains the whys and wherefores of adult protection in the homecare sector, and the importance of working within local adult protection policies.



The toolkit covers the different arrangements in each of the four devolved administrations.

Includes guidance on how to respond to an allegation that a careworker has abused a service user.

Adult protection is such an important subject that we've made it available as a free download to UKHCA members and non-members alike. Get it from www.ukhca.co.uk/downloads.aspx?id=177.

Local Action Pack (UKHCA members only)

The Local Action pack provides you with the information and techniques to raise the profile of homecare, negotiate a fair price from local councils and help you access the growing private market.



The pack also includes important information to keep on the right side of the Competition Act written by our recommended solicitors, Anthony Collins LLP.

Free to download for UKHCA members using your username and password from: www.ukhca.co.uk/downloads.aspx?id=164

Sorry, the Local Action Pack is not available to non-members.

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.

The entire programme has been designed to follow the Skills for Care Knowledge Set for Dementia.

- UKHCA members £140.00
- Non-members £210.00

UKHCA Publications Order Form (Please print clearly)

Your details

Name:
Organisation:
Address:
	Postcode:
Telephone:	UKHCA Member No:

Please send the completed form with a cheque in pounds sterling, payable to "UKHCA" to:

Conference & Workshop Booking Form

Conference or workshop title:

Conference or workshop date:

Conference or workshop location:

Delegate 1:

Delegate 2:

Your organisation's name:

Address:

Postcode:

Telephone:

E-mail:

UKHCA membership number:

Details of any special requirements, including accessibility and dietary needs:

Homecare Update, Issue 6, March 2008

7th May 2008, London
17th September 2008, Cardiff
UKHCA Members: £110+VAT
Non-Members: £200+VAT

13th March 2008, Sutton, London
UKHCA Members: £110+VAT
Non-Members: £200+VAT

Paired with

on:

9th April 2008, Glasgow
3rd July 2008, Croydon, London
25th November 2008, Chester

Paired with

on:

22nd May 2008, Belfast

UKHCA Members: £110+VAT
Non-Members: £200+VAT

Understand how to train and develop your staff while giving them the support they need.

15th April 2008, Sutton, London
29th October 2008, Manchester

UKHCA Members: £110+VAT
Non-Members: £200+VAT

~~28th February 2008, Nottingham~~
5th March 2008, Preston
10th June 2008, Oxford
7th October 2008, London

UKHCA Members: £230+VAT
Non-Members: £350+VAT

15th May 2008, Newcastle
6th November 2008, Greater London

UKHCA Members: £110+VAT
Non-Members: £200+VAT

18th June 2008, Sutton
2nd December 2008, Sutton

UKHCA Members: £110+VAT
Non-Members: £200+VAT

3rd June 2008, Greater London

Terms and conditions

1. Full details of conference venues and maps will be sent with confirmation of your place.
2. Substitute delegates are acceptable at any time and notification of substitution should be faxed to 020 8288 5290.
3. Cancellations **must** be sent in writing and will incur an administration fee of 20% + VAT. Cancellations can only be accepted if received at least **seven calendar days** before the event.
4. In the event of cancellation of the conference by the organisers, liability will be restricted to the refund of fees paid.
5. Any overnight accommodation is the responsibility of the delegate.
6. Attendance at our events entitles delegates to an extensive

range of teaching materials that remain the intellectual property of UKHCA. By completing this form you agree to course materials being used solely by the organisation named above. Course materials may not be photocopied or reproduced in any other format without the written permission of UKHCA.

7. To secure your place: We must receive a completed Booking Form with cheque made payable to UKHCA. Return this booking form to:

Telephone: 020 8288 1552.
E-mail: conferences@ukhca.co.uk.
This Booking Form can be faxed to 020 8288 5290. A VAT invoice will be sent by return.