

# FREE Pilot Workshop

How to survive and thrive in domiciliary care in Wales



**Wednesday 7th March 2012**

**OR**

**Thursday 8th March 2012**

SWALEC Stadium, Cardiff, CF11 9XR

**Speaker: Jennifer Roberts, UKHCA  
with input from Value Wales (Department of the Welsh Government)**

Winston Churchill once said "Success is not final, failure is not fatal: It is the courage to continue that counts."

The United Kingdom Homecare Association has been representing the views and supporting its members in delivering quality homecare services across the UK for over 20 years.

UKHCA recognises the challenges that domiciliary care organisations face in Wales. That is why all of our energies are focussed on representing this sector.

The current policy agenda affecting domiciliary care businesses today includes personalisation and outcome working, *Fulfilled Lives, Supportive Communities*, commissioning and procurement and care issues such as dementia and dignity.

This workshop has been developed to assist two key areas of your business: How to survive in the current climate and how to thrive and develop into the future.

It is a practical, interactive workshop designed to offer you ideas and tips to ensure your business is well equipped to

meet the current challenges of contract tendering and tight budgets.

It will help you to understand the way in which purchasers and commissioners view service procurement and how building good relationships with them can work in your favour to assist your business to survive in the current economic climate.

It will include discussions about the risk of taking contracts at low prices and how to maintain or develop your service when a contract is reduced or lost.

Finally, we will review the impact and challenges to your organisation of different ways of working and how these can provide a value added service that purchasers and commissioners may look at favourably. This includes personalisation and/or an outcomes focussed service, the benefits of providing dignified care services and offering high quality care for people with conditions such as dementia, malnutrition, dehydration and those at the end of their life.

## Event prices

**FREE Pilot Workshop** funded by the Welsh Government for Wales domiciliary care providers only (places limited to 1 person per organisation). Delegates are responsible for paying for their own travel and accommodation.

In addition to our range of services, UKHCA's member organisations enjoy substantial discounts on conference fees and publications. For more information visit: [www.ukhca.co.uk/joining.aspx](http://www.ukhca.co.uk/joining.aspx).

## Aims of the day

- To help domiciliary care organisations understand the way services are procured and how this knowledge can be used to best effect.
- To assist domiciliary care organisations to identify ways to assist their business to survive during the current economic climate.
- To help organisations to assess risk to their business and to maintain or develop their business if contracts are reduced or lost.

## Programme

09.00 **Registration and refreshments**

09.45 Welcome and Introduction to the day

Presentation by Value Wales - Commissioning and procurement and the tools available to help with this

How can domiciliary care organisations use the above to their advantage

- How to communicate with purchasers and commissioners effectively
- Reviewing the business
- Analysis of workforce and finance issues
- Marketing
- Advertising

Understanding the tendering process

**Morning session to include refreshments**

13.00 **Lunch - a valuable networking opportunity over lunch**

14.00 Introduction to the afternoon

How to pre-empt some of the issues that may influence the survival of businesses

- Risk assessment

What to do if a contract is lost eg, other business opportunities, private practice, niche markets, TUPE

Different ways of working

- Personalisation and outcome focussed care
- Providing dignified care services
- High quality care or niche services eg, dementia, end of life care etc.

**Afternoon session to include refreshments**

16.00 Close

*The programme may be subject to change without notification*

## Who should attend?

This workshop is for owners, branch managers, service managers, coordinators, business development managers, and operational managers from organisations providing domiciliary care from the independent, charitable, voluntary and public sector who are registered with CSSIW under The Domiciliary Care Agencies (Wales) Regulations 2004.

**Please note:** Places limited to 1 person per organisation and delegates are responsible for paying for their own travel and accommodation.

# Event Booking Form

Event title: **How to survive and thrive in business**

Event date (please tick the date you would prefer to attend) **Wednesday 7th March 2012**  **OR** **Thursday 8th March 2012**

Event location: **SWALEC Stadium, Cardiff, CF11 9XR**

Delegate name:  
(1 delegate per organisation)

Please note: **Delegates are responsible for paying for their own travel and accommodation.**

Your organisation's name:

Address:

Telephone:

E-mail: (Please write one letter in each space)																	

UKHCA membership number, if applicable:  
(Essential to claim UKHCA membership rate)

Details of any special requirements including dietary needs:

## Terms and conditions:

1. Full details of 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 at least **seven calendar days** before the event.
4. In the event of cancellation of the event 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 may entitle delegates to an extensive range of teaching materials that remain the intellectual property of UKHCA. By completing this form you agree to any course materials being used solely by the organisation named above. Course materials may not

be photocopied or reproduced in any other format without prior written permission of UKHCA.

To secure your place we must receive a completed booking form with payment. Cheques should be made payable to UKHCA or to pay by credit card please phone 020 8661 8182.

Return this booking form to:  
**Jane Taylor-Medhurst**  
**UKHCA, Group House, 52 Sutton Court Road, Sutton, SM1 4SL.**  
**Telephone:** 020 8661 8182  
**E-mail:** conferences@ukhca.co.uk

A VAT invoice will be sent by return.

Company Registration Number 3083104  
Registered in England

## UKHCA Resource Packs

Below are some of the training resources available from UKHCA. To view further resources please go to [www.ukhca.co.uk/productlist.aspx](http://www.ukhca.co.uk/productlist.aspx).

### Caring for People with Dementia: A Training Guide for Domiciliary Care Workers

This training guide has been written using the principles within the Skills for Care Knowledge Set for dementia. The training guide contains information about the different types of dementia and how people with dementia can be supported at home. The training guide can be used as a management resource, as a self-directed learning tool or as a framework for an in-house training course.

Included in the pack is a training guide, a PowerPoint presentation, exercises, competency tests and some aide memoirs designed for care workers to take home as a reference.

A4 File 138pp. £25.00 (UKHCA members) £50.00 (non-members)

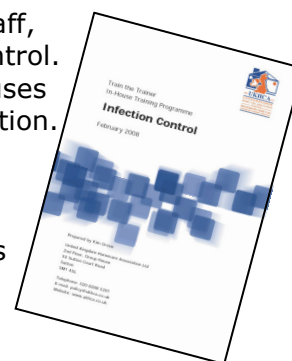


### Infection Control Train the Trainer Programme

This training programme has been written specifically for domiciliary care staff, using the principles within the Skills for Care Knowledge Set for infection control. The programme is designed to help organisations raise awareness of the causes of infection, how it spreads and what can be done to prevent or reduce infection. The training guide has been designed to help you run your own in-house infection control training programme.

Included in the pack is a training guide, a PowerPoint presentation, exercises and a list of resources.

A4 File 80pp. £25.00 (UKHCA members) £50.00 (non-members)

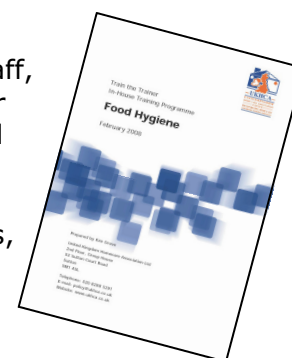


### Food Hygiene Train the Trainer Programme

This training programme has been written specifically for domiciliary care staff, using the food hygiene principles within the Skills for Care Knowledge Set for nutrition and well-being. The pack allows staff to be trained in-house in good hygiene techniques during food preparation, storage and cooking.

Included in the pack is a training guide, a PowerPoint presentation, exercises, a set of basic food hygiene test papers and a list of resources.

A4 File 147pp. £25.00 (UKHCA members) £50.00 (non-members)



### Nutrition Resource Guide and Training Programme

This resource pack and training programme has been written specifically for domiciliary care staff, using the principles within the Skills for Care Knowledge Set for nutrition and well-being. The pack allows staff to be trained in-house in the principles of nutrition, menu planning and food preparation.

Included in the pack is resource guide, a training programme, exercises and hand-outs.

A4 File 168pp. £25.00 (UKHCA members) £50.00 (non-members)

