‘Using Outcomes to meet the Personalisation Agenda’ Workshop

Thursday 16th June 2011
Ramada Fairfield Manor York, Shipton Road, Skelton, York, YO30 1XW

Tuesday 15th November 2011
Birmingham—Venue to be confirmed

Workshop presenter: Lucianne Sawyer CBE

The personalisation agenda aims to ensure that people who use social care services have more choice and control of what, and how, they are supported. Inevitably this means big changes in the way social care is commissioned and provided, including potentially large numbers of people with personal budgets becoming, essentially, their own commissioners. UKHCA want to support members in being in front of the new agenda and equipped to respond to the changing market in a flexible and responsive way.

This workshop will give you up to the moment information about what is planned – and happening – as the pace of local authority change quickens in the face of renewed commitment to the personalisation agenda from the Coalition government.

One very important aspect of the current transformation in social care is a focus on outcomes that will be required – and already is required of providers by many authorities and by CQC. Changing to an outcomes approach demands real changes in the culture of organisations, not just a bit of tinkering around the edges.

Achieving both personalisation and an outcome based approach is a challenging prospect for providers – but it doesn’t need to be as bad as it sounds. Setting out the basic concepts of outcomes working and the changes needed, we will show you how achieving an outcomes-based approach will take you a long way down the road towards being a fully fledged personalised provider, able to play a more proactive role in current and future social care markets.

The workshop will start with an overview of personalisation – and how outcomes might work in practice. We will then look at these two areas in more detail, identifying the key components of person centred working and self-directed support, how these might impact on roles and responsibilities of managers and staff and the positive effect this way of working can have on both service users and care workers. The workshop will finish with how to develop person centred care plans and how to monitor and evaluate outcomes effectively.

The workshop will be interactive – you will have plenty of opportunities to discuss the issues, to raise concerns and to ask questions.

Event prices
UKHCA Members: £85+VAT (£102.00) Non-Members: £150+VAT (£180.00)

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.

UKHCA, Group House, 52 Sutton Court Road, Sutton, SM1 4SL
020 8288 1552 conferences@ukhca.co.uk www.ukhca.co.uk
Aims of the day
To provide owners, managers and trainers of homecare services with real understanding of outcome focused domiciliary care – the basic concepts and principles, the impacts on your organisation of working this way and the changes it will mean in terms of management responsibilities and in the role of care workers. To set the change to outcomes working within the context of personalisation and the major changes this will mean for social care markets.

Learning outcomes
To understand the concepts and principles of outcomes focused working.
To understand what is meant by personalisation and how both this and outcomes will work in practice.
To understand the training needs of home care organisations so that managers and staff are equipped to cope with changing roles and responsibilities.
To be able to develop a person-centred support plan.

Programme
09.15  Registration and refreshments
10.00  Introduction to the morning
  • Personalisation and outcomes working—an overview
  • Personalisation and outcomes working—key components; person centred support; self-directed support
  • Roles and responsibilities of manager and staff

Morning session to include refreshments

13.00  Lunch - a valuable opportunity to network
13.45  Introduction to the afternoon
  • Risks and threats to providers—how these can be overcome
  • The benefits to service users of person centred working
  • Person centred care planning
  • Monitoring and evaluating outcomes

Afternoon session to include refreshments

16.30  Close

The programme may be subject to change without notification

Who should attend?
Owners, managers and trainers from organisations providing domiciliary care from the:
  • Private sector
  • Voluntary sector
  • Public sector

Social Service staff, including:
  • Care Assessors and Care Managers
  • Community Care Purchasers
  • Housing Associations that may provide care
  • Sheltered Housing/Extra Care Managers
**Event Booking Form**

**Event title:** Using outcomes to meet the personalisation agenda workshop

**Event date**  
(Please tick one date only)  
6th April 2011 (London)  
16th June 2011 (York)  
5th May 2011 (Edinburgh)  
15th November 2011 (Birmingham)

**Event location**  
(Please tick one location only)  
London (06/04/11)  
York (16/06/11)  
Edinburgh (05/05/11)  
Birmingham (15/11/11)

**Delegate 1:**

**Delegate 2:**

**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:**

**Where did you hear about this workshop?**

**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 8288 1552 (a 3½% commission charge will be payable).

Return this booking form to:  
Jane Taylor-Medhurst  
UKHCA, Group House, 52 Sutton Court Road, Sutton, SM1 4SL.  
Telephone: 020 8288 1552  
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 set of acetates, exercises, competency tests and some aide memoirs designed for care workers to take home as a reference.

A4 File 138pp. £40 (UKHCA members)  £95 (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 set of acetates, exercises and a list of resources.

A4 File 80pp. £28.75 (UKHCA members)  £53.75 (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 set of acetates, exercises, a set of basic food hygiene test papers and a list of resources.

A4 File 147pp. £40 (UKHCA members)  £95 (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 handouts.

A4 File 168pp. £37.50 (UKHCA members)  £85.00 (non-members)