

Weekly Update to NCF Members



Your essential round up of news and resources from the care & support sector

No. 76/716

31 March 2020

CONTENTS

Headline	Carer & Resident Focus	Media
Sector News	Specialist Provision	Member News
Regulation	Integration of Health & Social Care	And Finally...
Workforce	The Built Environment	Sector Events
Latest Research & Reports	NCF Partners	NCF Conferences
Innovation & Technology		

HEADLINE

Social Care Workers – You are heroes!

Last Thursday saw households across the country standing on their doorsteps and balconies to **applaud the efforts** of those on the frontlines of the COVID-19 fight. However, many will have been clapping for the NHS unaware of the amazing work our social care workforce is doing. Social care has always needed more explicit recognition and now it is more important than ever. Not only is social care bigger than the NHS with 1.6 million staff and 400,000 beds, it looks after our most vulnerable in a variety of care settings and homes across the country. Over the weekend, the Secretary of State for Health and Social Care, **wrote to social care workers** to recognise the work they do and we welcome this recognition.

We have been hearing consistently from many of you about the battles you are facing to access appropriate PPE in sufficient quantities – this key message is being reinforced in all our conversations with DHSC, PHE and MCHLG. We are working closely with the Care Provider Alliance (CPA) to amplify this message - we need to see tangible action to ensure that you all have access to the resources needed to properly protect staff and the most vulnerable in our society, as well as the financial security to do so. In the words of **Stephen Colegrove**, we owe it to the millions of social care staff:

“who work and reside [in care settings] across the country to ensure that they have the right protective equipment, testing and support from the NHS as quickly as possible – not weeks or months after announcements are made. Let’s recognise and applaud our care worker heroes just as much as our heroes in the frontline of the NHS. We shouldn’t be letting any of them down.”

In the midst of the COVID 19 crisis, we are keenly aware of the financial hardship this is bringing to many care workers, forced to isolate for extended periods of time. NCF is calling on our members to help raise awareness of The Care Workers’ Charity in its campaign to raise money for **emergency grants for social care workers**. You can also direct staff who are struggling to the website to apply for a grant.

We really appreciate the work you and your staff are doing in this crisis. You are all heroes in our eyes. Thanks to all of you who have been able to join our various conference calls and submit evidence, often at short notice - this is invaluable. Please continue to send your queries and issues so we can continue to work hard on influencing the approach of DHSC, the LGA, the CQC, the NHS and PHE. Your contributions allow us to bring the on-the-ground reality to the discussions with the government and other key stakeholders about the battle we face in trying to keep our staff and the people we serve safe.

Below we have included some pieces of information and news you need to be aware of:

Key Workers: Letter Template and Letter to Supermarkets

We are aware that a number of social care workers haven’t been recognised as key workers by some schools, supermarkets and police. The CPA has created a **template letter** to be used by your staff to prove their key worker status. You can adapt this to fit your organisation. The government continues to maintain that evidence should not be necessary, but we know that is not the experience on the ground.

The CPA and Social Care Institute for Excellence, have written an **open letter to supermarkets** calling on them to recognise social care workers as key workers and to give them priority access alongside the NHS.

SSP, Isolation and The Coronavirus Job Retention Scheme (Furlough Scheme)

We are aware of your questions around these issues, the pressures they are placing on your staff and organisations and the apparent contradiction in the guidance for those organisations that receive public money to pay for staff. We are working with Anthony Collins Solicitors to gain some clarity and have escalated to the government to ask for the guidance to be made clearer about who is eligible for the furlough scheme. We will circulate more information when we have it and are sure it is correct.

Recruitment

As of Monday 30th, the Disclosure and Barring Service put in **temporary arrangements to provide DBS checks and fast-track emergency checks** of Adults' and Childrens' Barred lists free-of-charge. This applies to social care workers being recruited in connection with the provision of the response to COVID-19. Please see the page linked for more information and the eligible roles.

DHSC has also been working to support wider recruitment to the social care sector. They are currently looking into how they can guide the thousands of people now unemployed towards the care sector, and the mechanism through which they point job seekers towards local providers. If you have any thoughts on this, please let NCF know, and we can feedback into DHSC.

Capacity Tracker

Tomorrow (1 April) is the deadline by which all care providers are required to have started using **Capacity Tracker**. The **government's hospital discharge service requirements** require this. NCF has also **produced a summary** of what the capacity tracker requires. Please **see this letter from NHS England & NHS Improvement** for more details.

Joint Statement on Advance Care Planning

Yesterday we circulated a joint statement from CPA, BMA, CQC and RCGP about advance care planning. We have been informed that there were a number of mistakes in that version. Please see an **updated version from CQC**.

Keep up-to-date with information

Besides this newsletter and NCF's daily COVID-19 briefings, you can find regularly updated information at the following: NCF's **page for guidance and regulation, wellbeing advice and practical resources**.

- The Care Provider Alliance has a page with **latest news and guidance for COVID-19**. Do also look at their **top tips for communication** as well.
- CQC has a **dedicated section** to COVID-19 related changes on their website.
- Please also regularly check the **government's COVID-19 page**.

NCF COVID-19 (Coronavirus) Guidance, Information and Resources

Regularly updated guidance, information and resources on COVID-19 can be found on our website.



COVID-19 (Coronavirus)

Find the latest Guidance, Regulation, Wellbeing and Practical Resources for the Care Sector

<https://www.nationalcareforum.org.uk/ncf-voice/covid-19-coronavirus/>

New articles are added daily to help you and your care teams – at work and at home. **Take a LOOK**

- Guidance Overview
- PPE
- Discharge, Critical Care & Commissioning
- Digital & Information Governance
- Regulation
- Workforce
- Vulnerably Housed & Homeless
- Wellbeing
- Volunteering
- Practical Resources

Here's one to join in and lift everyone's spirits – if you take part send us your photos and videos: info@nationalcareforum.org.uk

Join #KeepBritainSinging With Rock Choir!

Following the latest news surrounding the UK, isolation and Corona Virus (Covid-19), Rock Choir! will begin their LIVE daily 3pm sing-a-long led by a different Rock Choir Leader each day for all Rockies and the entire British public to engage with!



SECTOR NEWS

Coronavirus: MOTs due from 30 March 2020



Many people working in the industry will be pleased to know car, van or motorcycle's MOT expiry date will be extended by 6 months if it's due on or after 30 March 2020 - but you must keep your vehicle safe to drive. Read the full details [here](#).

COVID-19 Care Workers Crisis Grants



Care Workers are at the frontline of the coronavirus crisis, caring for society's most vulnerable and most susceptible to the disease. If a care worker needs to self-isolate, they will fall into desperate need. For this reason, the Care Workers' Charity is in need of more funds for extra emergency grants.

The National Care Forum is supporting the Care Workers Charity Coronavirus Emergency Fund to support those at the frontline of the coronavirus crisis, caring for those in society who are most vulnerable and most susceptible to the virus. [Click here](#) to read more and to make a donation.

Free fire safety advice line



Benfield Fire Safety is offering a free telephone advice service during these unprecedented times.

Should you need support and guidance on any aspect of care safety in your care setting or the difficulties faced regarding fire safety within this current operating environment, then please do contact Benfield on: 0300 303 3277. If we are unable to answer your call immediately, please leave a message and we will get back to you as soon as possible.

[Click here](#) to read more.

Your coronavirus questions answered - free online webinar



Please join Paul Burstow, Chair of the Social Care Institute for Excellence, to answer some of your questions about how Covid-19 coronavirus is affecting care services. What's the latest with the supermarkets and getting food to service users and workers? How can we support people with dementia who are isolated? What more can be done for carers? ...and other questions. Book your place [here](#).

Care Home Open Day Cancelled



After much discussion, in light of the current situation, we, along with Care England and NAPA have taken the decision to cancel Care Home Open Day this year, and to make next year's event bigger and better than ever before. The date for 2021 has yet to be confirmed, but as always, it will be in June. More details will follow in the coming months. Thank you for your ongoing support.

REGULATION

LGSCO suspends complaints enquiries of councils and care providers



The Local Government and Social Care Ombudsman has suspended all casework activity that demands information from, or action by, local authorities and care providers, in light of the current Coronavirus outbreak. The Ombudsman has taken this step in the wider public interest, to protect the capacity of local authorities and care providers to deliver vital frontline services during the current outbreak. In a move unprecedented in its 45-year history, the Ombudsman will not be asking councils or care providers to answer enquiries on new or existing cases for the time being, and cases still in progress will be frozen, until normal operations can be resumed. Read the full statement [here](#).

CQC communications survey



CQC appreciates that at these time inboxes are full of communications relating to Covid-19 and doesn't want to add any burden to yourselves or providers by adding to these unnecessarily. It has created a short survey to find out how it can best communicate with you. The survey contains 8 questions, 7 of which are multiple choice, and will only take minutes of your time. Take the survey [here](#).

Coronavirus (COVID-19) information



CQC is making changes to the way it works during the coronavirus (COVID-19) outbreak. These include how CQC does its job and support providers to keep people safe. They also affect how people communicate with CQC, or send applications or information. Visit the page [here](#).

WORKFORCE

Missing the point: Post-Brexit immigration proposals



The sector was taken aback recently when Government published its proposals for a new immigration system, quickly following a set of recommendations published by the Migration Advisory Committee (MAC). No one in the sector was pleased with the new proposals, and Liz Jones, Policy Director at the National Care Forum (NCF), sets out why [here](#).

COVID-19: Statement from HSE and DFE relating to certificate expiry



The Health and Safety Executive (HSE) is aware that people holding Offshore Medic (OM), Offshore First Aid (OFA), First Aid at Work (FAW) or Emergency First Aid at Work (EFAW) certificates nearing expiry date, might experience disruption to access to requalification training as a result of events or circumstances generated by the coronavirus pandemic.

HSE's current guidance on the [Health and Safety \(First-Aid\) Regulations 1981](#) and the [Offshore Installations and Pipeline Works \(First-Aid\) Regulations 1989](#) is that those holding an OM, OFA, FAW or EFAW qualification should undertake retraining before their original certificate expires and HSE strongly recommends that employers, and individuals holding those qualifications should plan for requalification training well in advance of expiry dates. However, requalification training is prevented for reasons associated directly with coronavirus or by complying with related government advice, it is reasonable and practical to extend the validity of current certificates by up to 3 months. Read more [here](#).

COVID-19 learning and development



It's important, especially when you may be short staffed due to COVID-19, that you have a strong workforce with the skills and knowledge to continue delivering effective care and support. Some of our endorsed learning providers are offering free or discounted training on COVID-19 looking at signs and symptoms, latest CQC, NHS and government advice, waste disposal/laundry and many other topics. Search for an endorsed provider [here](#).

LATEST RESEARCH & REPORTS

Health and care: the first 100 days of the new government



The new government arrived in office on 13 December 2019 with the health and care system facing significant and persistent challenges, many of which the government committed to addressing in its manifesto. However, these challenges have been dwarfed by the [Covid-19 \(coronavirus\)](#) outbreak, which has emerged as the biggest public health emergency and most significant challenge to health and care services since the NHS was established. How the government responds to the outbreak will define its first few months in office and will have an impact that goes way beyond this period. The Kings Fund has provided a record of the progress made towards meeting the government's [manifesto pledges](#) and [campaign commitments](#) during its first 100 days in office. See it [here](#).

Final Report: Making Housing Affordable Again: Rebalancing the Nation's Housing System



Affordable Housing Commission Over the past 18 months the independent Affordable Housing Commission has undertaken a wide-ranging review of housing affordability in England. This – the final report – has over 50 recommendations, including recommending for the requirements of our ageing population to be recognised, and calls for a collective effort, led by government, to rebalance the housing system to make housing affordable again. Read it [here](#).

New report reveals impact of Disabled Facilities Grants on keeping people out of care



A new report has revealed what the average local authority achieves through disabled facilities grants (DFGs) – and key factors in maximising the grant's ability to help people to live in their own home. The study, published by Foundations, the Government-funded national body for home improvement agencies, looked at how councils delivered DFGs during 2018-19. Read the report [here](#).

Social care staffing during coronavirus survey



NEIL EASTWOOD
CARE RECRUITMENT
EXPERT

Get the answers to your most pressing staffing concerns.

In these unprecedented times, maintaining adequate staffing is becoming a top priority for social care employers. CMM Magazine in collaboration with Neil Eastwood, author of *Saving Social Care*, would like to learn your experiences so far and any actions you are taking to address this.

The survey will take less than five minutes to complete. By contributing, you will both help to provide a national picture of workforce needs and receive practical steps to support your workforce goals during the COVID-19 outbreak.

Key findings will be published in the May issue of CMM. You will receive the full results if you leave your email address below. Published findings will be anonymised and contact details will not be used for any other purpose.

Fill in the survey before 1st April 2020. If you leave your email at the end of the survey, you'll also get the full anonymised results when collated. [Take the Survey](#)

INNOVATION & TECHNOLOGY

COVID-19: using digital technology in relationship-based practice to bridge the gap in social distancing



Among one of the many challenges of the ongoing COVID-19 crisis to social work is how to conduct relationship-based practice from a distance. Social workers recognise the inherent ethical and therapeutic value of social relationships. SCIE believes that it is 'good' and 'right' for people to maintain social bonds with their families and social networks. Read more [here](#).

CARERS & RESIDENT FOCUS

Helping families keep in touch during COVID-19



As the country comes together to try and prevent the spread of COVID-19, steps are being taken to protect those most at risk, including older people in care. This includes restricting visits to care homes which can have an impact on residents and families, particularly where people are affected by dementia. Finding other ways to keep in touch with relatives and friends in care becomes all the more important. Dementia UK and the Relatives & Residents Association have brought together ideas for relatives/friends, and for care staff, to help maintain these vital relationships. [Click here](#) to read more.

Feedback needed on how older people are being affected by the COVID crisis



EngAgeNet (a national coalition of the seven regional forums on ageing that were originally established by the Government in 2010 to act as a voice for older people across England), has been asked to undertake: to find out exactly how older people are being affected by the current crisis, their main concerns, and what support they think should be provided to support those most in need. It is a totally anonymous survey: your details will not be retained, and it is the first of a series we hope to undertake in the weeks and months to come as the situation evolves. [Click here](#) to take the survey.

Initiatives and useful resources to support older people in isolation and in care homes



Information about creative initiatives and useful resources to support particularly older people in isolation and in care homes during the COVID-19 crisis. This is a work in progress. Please do let us know about anything you're doing. Access the resources [here](#). NCF members may also find helpful our Wellbeing and Practical Resources on our dedicated COVID webpage - take a look [here](#).

Resources from Royal Society for the Prevention of Accidents (ROSPA)



RoSPA is launching its Accident Free, Avoid A&E campaign.

The campaign has a simple message: Prevent accidents, Protect your family, Help the NHS.

They want to keep everyone injury free throughout the pandemic and social distancing measures, to ensure the country is easing pressure on our vital frontline health workers.

But, as more accidents happen at home than anywhere else (with 6,000 accidental deaths per year) and with more people spending more time at home now than ever before, they've got a lot of work to do.

They've developed a new [information hub](#) at, where everyone who is affected by social distancing measures – whatever their age and circumstances – can find information that is relevant to them.

They are also sharing their resources, including videos, factsheets, infographics and more, across all of their social media channels using the hashtag #AccidentFreeAvoidAandE (see their Facebook, Twitter, Instagram, LinkedIn and YouTube accounts).

RoSPA has advice and information on:

- Young Children
- Older People

- Working from Home

#CORONANXIETY Support and Resources



During the coronavirus pandemic, we will be extending our helpline hours to provide additional support in the evenings until 10pm and over the weekend between 10am -8pm so that we can offer support to as many people as possible who need our help. (03444 775774).

You will find easy access to a range of information, resources and support for helping you understand how to deal with your anxiety during these difficult times while Coronavirus (COVID-19) is impacting on our lives.

#Coronanxiety webinars:

- Self-help reflexology for stress relief
- Feeling Trapped and Claustrophobic
- Mindfulness techniques
- Mental health and staying at home
- Parental Anxiety
- Perinatal anxiety

SPECIALIST PROVISION

Dementia, Learning Disability, Mental Health & End of Life Care

Critical care for people with dementia during the coronavirus pandemic



The COVID-19 pandemic brings immense demands on the NHS. Many families affected by dementia are concerned about what hospital critical care guidelines during the pandemic mean for them and their loved ones. As the world faces the unprecedented challenge of the COVID-19 pandemic, people living with dementia face the greatest threat. Alzheimer's Society calling for a variety of measures, such as a review of NICE COVID-19 critical care guidelines. Read more [here](#).

Coronavirus: feeling your bereavement is not a priority



There can be a strong spoken or unspoken feeling that certain deaths are more tragic than others. Whilst most people would agree that it is particularly shocking and heart-breaking when a child or younger person dies, every death can be a tragedy for friends and relatives left behind. At times of national crisis like these people may feel that others consider some

losses less worthy of sympathy. The media can exacerbate this by constantly mentioning that people who died had underlying health conditions or were over a certain age. It has been common for people to post messages on social along the lines that 'if you're young and healthy you'll probably be fine'. Even if it was not the intention it can feel as if people are saying older and vulnerable people are worth less. Read more [here](#).

COVID-19: Tips for housing sector on end of life care



With the further escalation of coronavirus (COVID-19) in the UK, the lives of residents are at risk and those who are vulnerable may die of their current long-term condition.

This timely Housing LIN briefing set out a number of tips for the housing sector on end of life care and signposts to a selection of useful links and further practical advice. Read the tips [here](#).

Online forum to help disabled people who are isolating



Euan's Guide, the charity focused on making it easier for disabled people to get out and about, has now turned its attention to keeping everyone amused whilst they stay indoors. The team behind Euan's Guide, the website where people leave reviews rating the disabled access at the places they visit, has now launched a [new online forum](#) to help 'boost spirits and share ideas.' Aware that some of its users are actively trying to avoid social media because of the anxiety it can induce, this forum has been specifically designed to be a positive space to connect during this period of isolation and uncertainty.

INTEGRATION OF HEALTH & SOCIAL CARE

The COVID-19 (Coronavirus) outbreak presents specific risks to homeless communities



People who experience homelessness or who sleep rough already have a high risk of long-term health conditions compounded by a lack of nutrition, access to hygiene facilities and drug and alcohol misuse, often struggling to access healthcare services which contributes to significant health inequalities.

The Government's 'delay' methodology in response to the ongoing coronavirus pandemic is flawed for this cohort (as they cannot self-isolate) and is likely to remain so given the advice on social distancing for vulnerable people regardless of symptoms. As a community therefore they are at significant risk. We are pleased to be able to share with you a collation of feedback and online resources from homelessness services to prompt greater cross-boundary and organisational collaboration. Read more [here](#).

Coronavirus is a true test of integration



From the moment sustainability and transformation plans were launched in 2016, there has been legitimate concern about how far social care, the community and third sector, and independent sector providers would really be embedded. It might be it takes this coronavirus crisis to really answer how integrated health and care systems can truly become. Integration senior correspondent for HSJ, Sharon Brennan takes a look at insider tales and gives analysis on how integration is reshaping health and care systems, NHS providers, primary care, and commissioning. Read the article [here](#).

THE BUILT ENVIRONMENT

Covid-19: repairs and maintenance - Q&A briefing



The National Housing Maintenance forum has published a Q&A briefing giving advice on what landlords should do about repairs and maintenance during the government's Coronavirus restrictions. It also includes advice on how emergency repairs should be handled and how contractors and operatives should approach repairs. Read more [here](#).

Coronavirus (COVID-19) - Housing and Care in Specialist Housing



This Housing LIN Practice Briefing sets out at a number of practical things for providers of specialist housing to consider when seeking to reduce the risk of an outbreak of coronavirus (COVID-19). Read more [here](#).

NCF PARTNERS

New space for registered managers to find resources, information and help with their mental health



CMM are working with Lancashire Care Association, their conversations with registered managers across the country have shown that sometimes the pressures of the role can be overwhelming. And there are so many pressures – from keeping on top of mountainous paperwork, to dealing with grief when a client passes away, handling CQC inspections and generally being responsible for helping people to stay safe and well.

With all of this and more going on, it's OK to admit if you're not OK. Your mental health and wellbeing is an important part of you and your service performing at their best, and it deserves time and attention.

This sector is powered by its people – who are passionate, dedicated and skilled. We are here to help you look after yourself, to point you in the direction of support if you want it, and to make sure you know you are not alone.

[Please explore the site, use the resources, and contact the support services listed](#)

How Marr Procurement are working through the current challenges



We are all aware of what extraordinary times we are currently living in. We hope you, your colleagues, family and friends remain safe and healthy. COVID19 is a situation that is currently changing by the hour and as a business we are working hard to ensure no interruption in the services we provide for your business and to ensure you have our support when you need it. If there was ever a time you need to be prudent and reduce costs to protect the future, we're sure it is now.

Risk mitigation

We have done a full risk assessment of how COVID19 may affect our ability to deliver our services to your business. We have put planned measures in place to mitigate any interruption in our usual level of support. Our team members are fully set up to work from home and we have a number of specialists in each area who can step in should a team member fall ill. We also have clear procedures in place for self-isolation to ensure we do not visit client sites and spread infection.

Ongoing Communication

For the foreseeable future, we will be emailing regularly with key relevant updates that you might find interesting.

Supporting Our Clients

We want to support our clients through this very difficult time as best we can but this relies heavily on good communication. Please feel you can share any concerns with our team straight away. We plan to write a series of free advice blogs on how to cut your costs without costs during this period, the first of which is [here](#)

Resource

If your business finds itself with a reduction in Procurement resource due to illness of team members, spike in requirements or a need to review your operating costs, please do get in touch as we may be able to help you through this difficult period. This may not need to be chargeable either if we can identify a way to support you within existing resources.

Thank You

From all of us at Marr Procurement, we want to thank you and your incredible teams for the essential work you are doing caring for such a vulnerable group of people in such difficult times. We are full of admiration for you all.

Sekoia joins the work to support the front line fight against COVID-19



With the current crisis setting every care operator on alert, lots of companies are looking at new ways to contribute.

Behind the scenes, we have been building **brand new features** now being released to help streamline care work and support the fight against COVID-19.

- Brand new healthcare measurements to everyone
- New C19 symptom checker is out to help keep residents' safe
- Partners including Issac Theophilos have contributed enriching video and text guides to make sure care homes stay as compliant and safe as possible

Log my Care helps social carers across the UK and shares a free key worker template letter



Log my Care

Last week schools in the UK have been asked by the government to continue to provide care for a limited number of children. This includes children whose parents/guardians are key workers and are critical to the response to COVID-19 and/or cannot be safely cared for at home.

Key workers include all health and social care workers (frontline staff, volunteers, support and specialist staff) and only one parent/guardian is required to be a key worker to qualify for a child to continue to attend school." – NHS Employers

Log my Care has committed to help its social carers community by creating an official customisable key worker identification letter to be used whenever necessary. [Click here to download the template letter.](#)

Significant reductions for Care Homes during health precautions



Pleasant scents have the ability to lift spirits, relax the mind and make accommodation a nicer place to live and work in.

To help create a calm and enjoyable atmosphere at care homes during this difficult time, AromaPrime have agreed to provide their new scent diffusers and a range of pleasant scent oils at a loss.

Easy and Safe Scent Diffusers

The Vortex Compact spreads your pleasant aromas up to 100 cubic metres, while the Vortex Pro spreads them up to 300 cubic metres. These diffusers are easy to use, with timing controls and even the ability to connect to air conditioning.

Appealing Scents

With specialist aromas like Jasmine, Orange Groves and even Apple Pie, our range of scents help to turn a stale space into one where residents will want to relax and staff will want to work.

To enquire, please call 01613272857 or email info@aromaprime.com Please get in touch soon, as stocks are limited.



MEDIA

Who are the health professionals returning to the NHS to support the fight against Covid-19?

By Patrick Thomson, Senior Programme Manager for Work, Centre for Ageing Better

Beyond self-isolation: what does coronavirus mean for those in later life?

Dr Anna Dixon, Chief Executive, Centre for Ageing Better

Care Homes Look After Some of Our Most Vulnerable – They Must Be Prioritised

Stephen Colegrave, The Byline Times

MEMBER NEWS

Coronavirus: Our emergency response



The Royal Air Forces Association has written to stakeholders explaining its emergency measures:

We are acutely conscious that members of our RAF community such as veterans and their loved ones are particularly vulnerable during the current coronavirus pandemic. Many fall into high-risk categories, and the potential for loneliness and isolation has increased significantly. Coronavirus means that they need our help more than ever.

This is a fast-moving situation and we are adapting our approach in line with official guidance. The need to suppress the spread of coronavirus clearly means we must temporarily change our face-to-face approach so that we do not place anyone at greater risk of contracting the virus. Read the letter [here](#).

Borough Care Supports Nutrition & Hydration Week



Borough Care, the largest not-for-profit provider of care for older people in Stockport, marked Nutrition & Hydration Week (16-22 March 2020) with a programme of special food and drink related activities.

Nutrition & Hydration Week is designed to highlight and educate people about the value of food and drink in maintaining health and wellbeing in health and social care settings. Read more [here](#).



Letters with love and toiletries appeal



Residents at Royal Star & Garter in Solihull and Surbiton are asking children to send in letters now that schools have closed because of the coronavirus outbreak.

The Letters with Love appeal also includes requests for cards and drawings from young people, with veterans saying it “brightens up our days”. Read more [here](#).



Charity launches toiletries appeal for veterans living in Surbiton Home

Royal Star & Garter is seeking donations of toiletries for the vulnerable veterans it cares for following a shortage caused by the coronavirus outbreak.

The charity's 63-room care home in Surbiton, on the corner of Upper Brighton Road and Langley Avenue, is in desperate need of items including deodorant, soap and toothpaste for its residents.

It is asking for individuals in the local community to volunteer their help by providing toiletries for the residents. It is also appealing to central London and local hotels which may be closed to guests to drop off surplus stock at the Home. Read more [here](#).



A serenade with a difference at Amherst Court care home



‘It’s about thinking differently’!

With care homes now under isolation for the safety of the residents and staff, with non-essential visits stopped and social distancing in place, it has been a time for rethinking how care homes ensure residents are still entertained and interacting with each other.

Staff at Amherst Court care home in Chatham have not let the current pandemic stand in the way of residents’ day to day life at the home and have come up with some fantastic ideas that work within the social distancing rules. Read more [here](#).



The Fremantle Trust partners with Oomph! to bring wellbeing to the fore



The Fremantle Trust has partnered with Oomph! to ensure a whole-home approach to physical, mental and emotional wellbeing across its older people's services. A leading wellness business for older people, Oomph! is working with three of the Trust's homes; Sir Aubrey Ward House (Marlow), Chesham Leys (Chesham) and Cherry Garth (Holmer Green) over a 12-month period to deliver in-depth training, manager support and workshops to enhance the exercise and activities programmes and reiterate the importance of meaningful, person-centred engagement. Read more [here](#).



Coverage Care offers lifeline to out of work restaurant staff



Catering staff who have lost their jobs or may be facing uncertain circumstances as a result of the closure of restaurants and bars amid the COVID-19 crisis are being offered alternative employment with Shropshire's largest independent care provider.

Coverage Care Services, which operates 14 care homes in Shropshire, said it was important businesses across sectors rallied to help the wider community in challenging times and it would look to re-employ people who had lost jobs. Read more [here](#).



Kind Locals Support Tonbridge Care Home



Residents and staff of Barnes Lodge Care Home have been overwhelmed by the kindness and generosity of the local community during the ongoing pandemic. [Read more here](#)



AND FINALLY...

Free online ballet and opera during coronavirus outbreak

The Royal Opera House has announced that it will be launching a programme of online shows and masterclasses, following the coronavirus outbreak.

The news comes as London's famous opera house is just one of the music institutions to be affected by COVID-19, with many of its upcoming productions now forced to be cancelled or postponed.

Live-streamed via [Facebook](#) and [YouTube](#), virtual performances will include appearances from some of the industry's most talented ballet dancers and opera singers – and they're all completely free. Read more [here](#).

The Royal Academy of Dance is also launching free online Silver Swans ballet classes tailored for people over the age of 55, with participants encouraged to use the kitchen counter or bathroom sink as a makeshift barre. The first class airs at 1pm on Wednesday 1 April via its social media channels with Spotify playlists. It is hoped the classes will improve mobility, posture, coordination and keep people mentally and physically fit during isolation. More details [here](#).



The Royal Ballet performs Swan Lake at The Royal Opera House, London. Picture: The Royal Opera House

SECTOR EVENTS

Links: **NCF events**

What's happening where you are? Do please forward any news or event you would like us to promote to **Helen Glasspool Events and Partnership Officer**

AS THE CORONAVIRUS PANDEMIC DEVELOPS, SOME OF THESE EVENTS MAY BE CANCELLED AND RESCHEDULED.

PLEASE CONTACT THE ORGANISERS FOR FURTHER INFORMATION.

For HEALTHCARE conferences only: All events scheduled between now and end of May have been cancelled. In this newsletter, please click on the headings for further details about the event listed. A 20% discount is available to NCF members for HEALTHCARE conferences by quoting ref: hcuk20ncf when booking (*cannot be used in conjunction with any other offer. Full T&Cs available upon request).

Intergenerational Music Making | 6 May | London



This Masterclass will inspire, equip and further embed the use of music for care home staff members in the workplace. The day will emphasise the potential for music to be used as a preventative tool and in managing behaviours that challenge, thereby helping participants to understand that music can act as a supportive tool, rather than as a burdensome addition to existing workloads.

The aim behind this day is that all involved will leave armed with a tool kit full of songs, activities, ideas and theory to incorporate into your own sessions. The day is hands on so will include lots of singing, playing, chatting, making connections and, of course, some time to think and reflect

For further details, call: 020 7078 9375 or email: info@napa-activities.co.uk Or visit the [NAPA website](#).

Implementing Namaste Care: a 1-day practical workshop | 7 May | Worcester



This 1-day practical workshop is for anyone who wants to better support people with advanced dementia, including health and social care staff, family carers or volunteers.

A certificate of attendance will be awarded at the end of the workshop. Facilitated by: Nicola Jacobson-Wright, Practice Development Coach, University of Worcester, Association for Dementia Studies and held at Jenny Lind Building, University of Worcester, Farrier St, Worcester, WR1 3BZ. [Click here](#) to book a place.

Association for Continence Advice (ACA) Annual Conference and Exhibition 2020 | 18/19 May | Bristol



Held at Mercure Bristol Grand in Hotel, this year's conference: 'Fabulous at 40 and beyond' will celebrate 40 years of ACA, looking back at how far the Association has come and forward to what lies ahead for the profession. The conference will be of interest to

Continence Advisors, Continence Nurses, Physiotherapists, Urology Nurses, and Specialist Nurses as well as doctors or allied healthcare professionals working within, or interested in continence care. There will also be an extensive company exhibition offering new innovative products and practical solutions in the field of continence care.

ACA members will receive 20% off their conference place if they register before Friday 20th March. Visit the [ACA website](#) for more details.

Delivering 'outstanding' care | 19 May | Manchester



This new seminar shares learning and best practice from adult social care services that are delivering 'outstanding' care. It'll help you to understand what inspectors are looking for in an 'outstanding' service, and give you practical ideas to help you to improve your service. [Click here](#) for more details.

Step Change Design: Why don't we go into the garden? | 27 May | London



An exploration of the role of Care Culture on engagement with the garden? This masterclass for care setting staff will identify the reasons why their outside spaces are not used to their full potential, and to explore ways to create a more active and meaningful outside space for their residents, particularly those living with dementia. This masterclass will appeal to staff at

all levels with responsibility for making the most of their outside spaces and encouraging those they support to engage with the outdoors more actively and meaningfully. For further details, call: 020 7078 9375 or email: info@napa-activities.co.uk or visit the [NAPA website](#).

Ensuring Good Practice and Demonstrating Compliance with GDPR in Health and Social Care | 5 June | London



This National Conference focuses on Information Governance in Health and Social Care, ensuring demonstrable compliance with the General Data Protection Regulation (GDPR), and moving beyond baseline compliance to delivering accountability with a real evidenced understanding of the risks to individuals in the way data is processed and how those risks should be mitigated. Through national updates, expert led extended interactive sessions and practical case studies the conference will support you to improve practice your service. The conference will also look at the implications of data breaches and effective reporting and management of information governance serious incidents.

The Challenge: Recruitment of Retention? | 11 June | London



At the next FREE Forum in London on 11 June, we'll be considering 'The Challenge: Recruitment of Retention?' As with all our forums, we'll be sharing expertise and data from our experiences as well as showcasing case studies from health, social care and housing organisations.

To register your interest, [click here](#). If you are unable to attend, please do share the event information with someone else in your organisation that would benefit from attending.

Liberty Protection Safeguards Implementation of the Mental Capacity (Amendment) Act 2019 | 19 Jun | London



Chaired by Alex Ruck Keene, Barrister & Consultant, Mental Capacity and Deprivation of Liberty Project, The Law Commission and with an opening address from Baroness Finlay of Llandaff, Chair, National Mental Capacity Forum this conference will update delegates on the implications of the new Act and the implementation of the Liberty Protection Safeguards in your service. You will have the opportunity to network with colleagues who are working to move from DoLS to Liberty Protection Safeguards, reflect on national developments and understand the implications of the Mental Capacity (Amendment) Act 2019 and gain CPD accreditation points contributing to professional development and revalidation evidence.

The Centre For Creativity & Innovation In Care Annual Conference | 23 June | Bristol



This year's conference will be on 23rd June 2020, once again at the stunning De Vere Torthworth Court near Bristol.

CC&IC's mission is to transform the care experience for everybody, by inspiring and growing creativity, person by person and organisation by organisation. Places will be available for non-member organisations. Email amy@laddertothemoon.co.uk for more information.

Liberty Protection Safeguards: Implications for Care Homes Masterclass | 3 Jul | London



On 1 October 2020 the Liberty Protection Safeguards ('LPS') will come into force, replacing DoLS to provide a new legal framework for deprivation of liberty, imposing new responsibilities and requiring new working arrangements between care homes and local authorities and clinical commissioning groups. This masterclass, held at the De Vere West One Conference Centre, will equip care homes effectively to implement the LPS.

Caldicott Guardian Training Course | 09 Jul | Manchester



This one-day course provides practical Caldicott Training for both new and more experienced Caldicott Guardians, their deputies and others, involved in applying the Caldicott Principles across a wide range of organizations. It provides sound foundations for those seeking to expand their understanding of the Caldicott Guardian Role, and its function within Information Governance, and inspiration as to how it can be implemented and developed in their own organizations. The content is based on the latest national guidance including the Caldicott Guardian Manual. Christopher Fincken Member UK Caldicott Guardian Council, (Chairman 2012-2017) facilitates the course, and brings over 18 years of personal experience of leading innovations in the application of the Caldicott Principles. This interesting and informative course is fully interactive; and participants in small groups will face a number of case study challenges throughout the day building personal knowledge, understanding and confidence.

Decision Making and Mental Capacity: Ensuring Best Practice & Adherence to the NICE Guidelines | 18 September | London



This conference focuses best practice in decision making and mental capacity and ensuring adherence to the NICE Guideline on Decision Making and Mental Capacity in line with the recommendations, the NICE Quality Standard for Decision Making and Mental Capacity which is currently in consultation and due to be published before this conference in March 2020.

Prevention and Management of Violence and Aggression (PMVA) Masterclass | 21 September | London



Facilitated by Eric Baskind Senior Lecturer in Law, Liverpool John Moores University; Consultant and Expert Witness in Violence Reduction and the Safer Use of Force. This Masterclass will explore the key issues in the prevention and management of violence and aggression (PMVA) to ensure that your service remains ahead of its game; is providing the best approach to all matters relating to PMVA; and is protected as much as possible against adverse findings from regulators and claims by both staff and service users.

Information Governance in Practice: learning the principles of Information Governance Running an IG Department and Team | 16 October | London



The purpose and aim of the Masterclass held at the De Vere West One Conference Centre, is to learn the principles of Information Governance and work through the different scenarios and look for best practice and processes to help your organization deliver better Information Governance.

Dementia, Care & Nursing Home Expo | 9/10 November | Birmingham



Dementia, Care & Nursing Home Expo

The new dates for the 2020 Dementia, Care & Nursing Home Expo have now been confirmed as the 9th & 10th November 2020 at Birmingham's NEC. We know many of you were planning on visiting the Dementia, Care & Nursing Home Expo this March. Given the spread of the COVID-19 Coronavirus, the event organizers took the decision to postpone the event until later in the year.

A statement from the event's Marketing Director, Ashlea Gilfoy; *"While the decision to postpone the event was not taken lightly, we believe we had a duty of care to our visitors, exhibitors and staff as our number one priority. Many of our visitors are on the frontline of supporting the most vulnerable in society.*

We would like to thank everyone for their incredible understanding and support at this time. Our main focus now is ensuring the success of the event now taking place on the 9th & 10th November. We look forward to welcoming you later in the year."

As partners of the UK's leading event for the social care industry, organizers will be in touch with more information on the incredible content available at the Expo in the weeks leading up to the event, such as how to book onto expert-led masterclasses and what topics will be covered in CPD seminars. You can also find more information and register for tickets here. Register for your free ticket [here](#). (Please note: If you have already registered for a ticket you will not need to re-register. Your previous registration remains valid.)

NCF CONFERENCES

IN THESE UNCERTAIN TIMES, ALL NCF EVENTS ARE POSTPONED UNTIL FURTHER NOTICE.

As our members' resources divert to coping with COVID-19 planning and response we have taken the decision to postpone the NCF Annual Conference and pre-conference dinner scheduled for the evening of 2 and 3 June 2020. We are in conversation with the venue and hope to run the same programme on new dates later in the year.

In the meantime, we continue to share the latest information on the coronavirus situation and have a dedicated webpage of resources available on Guidance & Regulation, Wellbeing and Practical Resources – [take a look here](#)

We will notify members of rescheduled dates as soon as the government advises it is safe to hold events.

If you have any queries, please contact [Helen Glasspool Events and Partnership Officer](#).

National Care Forum

4th Floor, Friars House, Manor House Drive, Coventry CV1 2TE Tel: 024 75185524 info@nationalcareforum.org.uk
www.nationalcareforum.org.uk



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