



## A Note from the Chair, Anne Geddes

### **Dear Members**

Welcome to the New Year!

Apparently 2009 is the year of Vision! Faced with an uncertain world there has never been a better time for us to use positive

thinking and planning in order that we are better prepared to cope with whatever lies ahead. Our world is undergoing changes and we all need to look at how we can embrace the changes effecting our employees and services and to assess how we can deliver and survive whatever comes our way. I sound like an astrologer, (no personal readings provided!) however bcda will be there in strength to support you to recognise and meet the changes in the future.

One prediction I can safely say that will happen is the second Annual Conference for the organisation on 2nd March 2009 at the Aston Villa Conference Suite. This larger venue reflects the excellent number of delegates who attended our first conference at The Botanical Gardens in 2008.

We look forward to welcoming you there. Before that event will be our quarterly Care Provider meeting on January 26th which will include topics such as the new Dementia Care Strategy, Personalisation of Services in the Third Sector and Get Hooked on Fishing - Midlands a therapeutic approach aimed at adults and young people who are at risk of social exclusion due to strokes, brain injuries, disabilities, bereavement, depression, ill health and rehabilitation.

I would like to take the opportunity to thank everyone for their support during 2008 including the bcda team at Chamberlain House who work so hard quietly in the background organising and delivering services to the growing membership of bcda.

Finally I would like to wish you all a Happy and Prosperous New Year and look forward to seeing you at the range of bcda events and courses during 2009.

All Good Wishes

**Anne Geddes** - Chair

## Supporting Direct Payment Recipients and Personal Assistants

You should have received a summary of the research that bcda undertook during 2008 regarding identifying the learning needs of Direct Payment recipients as employers and Personal Assistants.

We are pleased to inform you that the first Personal Assistants to attend training were Bakshinder Kaur, Sandeep Kaur,

Karen Bent, Shamim Mir, Millicent Gayle, Tahira Jabeen, Saima Parveen, Sayyara Syed. The Safer People Handling Training that they attended was provided by Crossroads Care.

The bcda Direct Payments Working Group has contributed to national research conducted by Skills for Care regarding Direct Payment Recipients and Leadership.



## Flu Pandemic Workshop



*Organisers of the Business Continuity - Emergency Planning session of Flu Pandemic.*

*Left to right: Mo Phillips, Andrew Dunn, Sean Connolly, Mariola Smallman & Jon Caan.*

# Workforce Development Research



Beverley Stevens

The Commissioning team in the Birmingham Adults and Communities Directorate has recruited a Commissioner to work specifically with bcda on Workforce Development. Beverley Stevens has set up a project to evaluate the learning and development needs of the social care providers in Birmingham, including Nursing Homes, Care homes and Domiciliary Care. This information will complement the details that you have given to bcda regarding the learning needs of your staff. The combined findings will be used to inform the bcda process of commissioning good quality learning and development activities to effectively meet these needs.

The project has involved looking at local information such as CSCI inspection data, workforce trends, care provider market trends, and Nursing Home self assessment reports. It has also involved consultation with City Council contract monitoring officers and visits to nursing homes, care homes and home care providers to assess the key staffing issues and learning and development needs.

For more information, or to contribute to this project, please contact the bcda team on 0121 303 0887 or Beverley Stevens on 0121 303 4002.

## Mental Capacity Act and the Deprivation of Liberty Safeguards



Bridget Sullivan-Blakeney

Hi, my name is Bridget Sullivan-Blakeney, I took up a 2 year secondment as of the 20th October 2008 as the Operations Manager for the Mental Capacity Act and Deprivation of Liberty Safeguards (MCA DoLS) across the Adults and Communities Directorate for Birmingham City Council.

We are preparing for the implementation of the DoLS which comes into force as of the 1st April 2009. You may be aware that we are holding 3 further events for the managing authorities, who are yourselves under the Act, which places legal duties and responsibilities which we all need to adhere to.

Adults and Communities have organised three **free** conferences to highlight the Deprivation of Liberty Safeguards which come into effect on 1 April 2009.

**All Registered Managers and their line managers need to attend this event to understand their responsibilities and liabilities in respect of the safeguards.**

The conference is also open to colleagues in the independent sector.

The dates and venues are:

- Thursday 22 January - Centennial Centre
- Thursday 26 February - Aston Villa
- Thursday 12 March - Centennial Centre

(You only need to attend one of the dates above.)

Information and an application form will be sent out to you. If you have not received these by the 15th January please contact Valerie Egan on 0121 303 0284.

You should have received references about how to access the draft DoLS Managing Authorities paperwork which bcda kindly forwarded via email and post; you will in due course be receiving the final versions, once these have been released by Care Services Improvement Partnership (CSIP). It is not envisaged that there will be any major amendments to the draft. You will also be receiving leaflets from Care Services Improvement Partnership (CSIP) for residents and patients, translated into different languages.

I will be working very closely with bcda, to ensure that you get the appropriate information. We will also be working with Adults and Communities Learning and Development Service who have arranged 'Training the Trainer' sessions for you and MCA briefings. Can you please ensure you sign up for these, again the information on these will be coming out to you.

As an opportunity for a forum for us to meet I am looking to arrange a forum for us to meet and will be organising local meetings within Birmingham East and North (BEN), Heart of Birmingham (HOB) and South Birmingham areas of the City. If anyone would like to host such an event can you please let myself or the bcda team know.

I am part of the Birmingham Adults Safeguarding team, contactable on:

**Safeguarding Team, Adults and Communities**  
**Louisa Ryland House, Level 5,**  
**44 Newhall Street, Birmingham B3 3PL**  
**Tel. 0121 675 1250**  
**Mob. 07766925399**  
**Fax 0121 303 2769**

# Brokerage Service – Making a difference

Quotes from employers who value the Broker Service

**“ Staff were able to complete their NVQ’s and continue to engage in other learning and development, and continue to work hard. Staff work very efficiently and effectively. The providers understood the needs of the organisation and kept me informed of progress. Very pleased with the input from the specialist Care Broker service”.**

Clare Stevenson - New Outlook Housing Association November 2008

**“ Saima was happy with the Broker Service. Training commenced soon after the visit. The provider understood the organisation and trainees needs. Provider services were delivered to a high standard. Staff were able to develop their skills further around policies and procedures. Staff have indicated their wish to develop their skills further in specialist areas”.**

Saima Yaqub - Accord Housing December 2008

For more details and to arrange for a **FREE** Brokerage visit please contact the bcda team.

## Achieving Quality Standards



South Birmingham College has achieved the prestigious Training Quality Standard (TQS) award in Care & Childcare. This national award was achieved following a rigorous assessment by TQS assessors and acknowledges the excellent training and support South Birmingham College has given to employers in these sectors. Care and childcare providers who engage the services of South Birmingham College can be confident that the training and support received will be outstanding. If you would like to know how South Birmingham College can support your training needs then please contact Kate Keating or Moira Mees on 0121 694 5092



## Recruitment and Retention

Skills for Care will be launching a national adult social care recruitment campaign during March 2009. bcda will be working with local partner agencies and employers in order to contribute to this agenda. Care providers will have received a short bcda questionnaire regarding recruitment issues. This will enable us to address how best to improve current recruitment strategies.

## Congratulations

Valerie Egan, Epilepsy Action Birmingham has achieved an NVQ Level 2 in Support Services in Health Care in conjunction with training to become a Health Exchange volunteer with the Heart of Birmingham PCT and Matthew Boulton College.

Valerie managed to raise nearly £1,000 for Epilepsy Action during 2008.

Simon Balfour and Veronica Davis, Anvil House, have achieved their NVQ Level 3 in Health and Social Care.

## Publications

### Skills for Care

Skills for Care has launched the first ever National Occupational Standards (NOS) to support adult social care workers who deliver Sensory Services to millions of people. For more information visit [www.skillsforcare.org.uk](http://www.skillsforcare.org.uk).

### CSCI

It has been agreed with the Department of Health that a more flexible approach can be taken regarding the care home standards covering 16 – 18 year olds providing personal care. Details are available on the website: [www.csci.org.uk/professional](http://www.csci.org.uk/professional)

### Safeguarding

A study of the effectiveness of arrangements to safeguard adults from abuse' is also available from the CSCI website.

## New Courses

### Eden

Having listened to your requests for training regarding the Eden Principles we are delighted to say that this training is now being arranged. You may remember that Eden Associates gave a presentation at the Care Provider, Meeting in 2008. This innovative person centred approach to adult social care should prove challenging and very stimulating. Book early to avoid disappointment!

### Supervision

Providing Effective Supervision sessions for managers have produced positive feedback. Similar workshops, 'Getting The Best From Supervision' for employees have now begun.

### Assessment and Care Planning

The bcda Assessment and Care Planning Working Group has developed this new programme in consultation with employers, commissioners and managers within Birmingham Adults Communities Directorate. Training will be available from March 2009.

# Get Hooked on Fishing - Midlands

This service has launched a scheme called 'Totally Hooked', which is specifically aimed at using angling (fishing) as a therapeutic 'tool'. The service supports adults at risk of social exclusion due to strokes, brain injuries, disabilities, bereavement, depression, ill health and rehabilitation. Referrals are received from agencies such as Moseley Hospital, Brain injuries Unit, Stroke Association, Community Groups, GPs and Primary Care Trusts.

The 'Totally Hooked' scheme enables the elderly and adults to go on fishing trips so they can regain self-confidence, aiding physical and mental recovery by supporting their cognitive ability and by providing stimulus, which helps to assist in them staying active and promoting 'well-being'. For more information about Get Hooked on Fishing Midlands contact Andrew Walker, Manager, 0121 475 2288.

***We have introduced a new section to the Newsletter which will profile members of bcda.***

## Greville House



**When was your organisation established?**

The building was previously an Edwardian Hunting Lodge. It opened as a care home in November 1983. Two members of staff have been working here since its opening and are celebrating 25 years of work at Greville House.

Tina Howard became the manager 12 years ago.

The home originally had 8 beds, the capacity has increased to 20 beds and residents are supported by 30 staff.

Greville House prides itself on being part of the community, many hear about the service that is provided through word of mouth in the area.

Pam Thompson, Manager, describes Greville House as " a really good guesthouse with lots of bonuses". Placements are provided for students, trainee nurses and Duke of Edinburgh participants.

**How has Greville House managed to achieve a high CSCI inspection rating?**

Being able to share the responsibility of running Greville House between the management team, Pam Thompson, Sandra Candy and Tina Howard, who are all RMA qualified, has greatly contributed to the success of the home.

Pam also feels her nursing background has helped with the day to day running of the home.

Providing staff with access to quality training and support, being approachable to residents and to staff and being willing to take on board their views in order to improve practice are ways in which the management team have been able to maintain a stable workforce.

**How has bcda contributed to your organisation and to the development of your staff?**

Opportunities to attend care provider meetings that provide useful information and a place to meet other managers has been helpful.

"bcda has always been helpful when looking for funding for courses and NVQs"

Greville House has staff who are studying for their NVQ level 3 qualification through bcda funding.

**What advice would you give to other organisations?**

Pam believes that a care home cannot be managed by one person alone, managers need support and the opportunity to brainstorm with other people and get new ideas. This helps managers to divide and delegate tasks and also helps admin processes to run smoothly.

It is helpful to have checklists to make sure that they are on top everything such as staff meetings, resident's meetings, supervisions, fire checks, care plan reviews and drug reviews.

Greville House advises others to keep up to speed with the criteria for inspections as this often changes, and stresses that it is important to have up to date information.

***If you would like to share information about your organisation and its achievements please contact the bcda team.***



# Care Provider Meetings



Roy Benjamin

During October, Roy Benjamin, Head of Health & Safety, Birmingham City Council Adults & Communities, Pete Morgan, Lead Officer, Safeguarding Adults and Communities, Simon Cross, Safeguarding Lead, Children, Young People and Families, Pauline Jones, Job Centre Plus and Anne Geddes gave presentations which generated many challenging questions and debates between employers, people who use services and carers as well as colleagues from partner agencies.



Pete Morgan



Simon Cross



# Leadership and Management

**bcda 'Leading' the way in upskilling managers in the social care workforce**



Rajinder Atkar & Anne Geddes

bcda has made a major contribution to the development of the social care workforce in the Midlands with the completion of its first bespoke Leadership and Management Award – social care, for managers in the private, voluntary and independent care sectors.

This was a response to needs identified for accredited development opportunities for people who already had their RMA or other vocational qualifications but wished to progress professionally and personally. The programme is particularly valuable as a springboard for people who may wish to pursue academic qualifications.

Working in partnership with Coventry University (providing the academic recognition) and Central Consultancy and Training (providing the professional training and education) our programme is endorsed by the Institute of Leadership and Management and attracts academic credits towards Coventry's Foundation Degree in Social and Health Care Management.

Employers have been delighted by the immediate impact on their organisations with enthusiastic managers stepping up, trying new approaches and challenging old practice. They said -

***" James was able to apply the tools he had learnt on the course straight away to the benefit of the whole organisation"***

***" Alison has demonstrated new styles of management: this has provided more support and guidance to junior staff members which has improved how they deliver services"***



2nd Leadership & Management training course delegates January 2009

***"We can clearly see the benefit of this training and would be happy to support another member of the team to join the next programme"***



Les Latchman & Anne Geddes

Following very positive evaluation of the pilot programme a second programme started on January 7th 2009.

Applications are still being accepted. Please contact bcda for further information.

# National Minimum Data Set Online

## January 2009 News

Skills for Care has upgraded the reporting facilities on [www.NMDS-sc-online.org.uk](http://www.NMDS-sc-online.org.uk); one report enables you to fill in the CSCI AQAA form without you needing to do any calculations (as the report does this automatically for you). There is also a Training Needs Analysis report which shows your staff training and qualifications and identifies where further training is required. These reports give you options to choose from and are intended to help you manage your care home more effectively.

### Updates of NMDS registered Organisations

- 89% of bcda members are CSCI registered
- 71% of bcda members have 90% or more employee data registered online
- 61% of bcda members have updated their data online since the initial completion

**Just a reminder that your organisation will need to have completed and/or updated the NMDS data questionnaire before any funded training is allocated to your staff.**

If your organisation has already completed the NMDS data questionnaire and submitted it before April 1st 2008, it needs updating to ensure the data is valid and workable. To do this you will need to 'log in' to your account (with your username and password) on the NMDS-SC online [www.NMDS-sc-online.org.uk](http://www.NMDS-sc-online.org.uk). If you have mislaid or have forgotten your password/sign in details please contact the Skills for Care helpline: Tel: 0113 2451716 (select option 4).

Organisations that have not yet completed the NMDS questionnaire need to create an account online with your own password and username. You can download NMDS help leaflets from the bcda website [www.birmingham.gov.uk/bcda](http://www.birmingham.gov.uk/bcda) to help you to do this. Once the organisational part of the NMDS questionnaire is complete you will be given a unique registration number. Please inform bcda of this number so that it can be used for your future training requests and for bcda to claim the funds from Skills for Care.

Organisations without the Internet may complete an NMDS paper questionnaire to make any necessary changes or alternatively bcda can do this on your behalf if you complete a Data Protection Agreement form. Please contact bcda in either case and we will send the appropriate form to you.



## Dates for your Diary

**bcda Annual Conference**  
Monday 2nd March 2009

**Deprivation of Liberty Safeguards Conference**  
26th February 2009

**Deprivation of Liberty Safeguards Conference**  
12th March 2009

**Future Care Provider Meetings**  
2nd June 2009  
29th September 2009  
8th December 2009

### bcda team members

**Patricia Daley**  
*Project Manager*

**Christine Yates**  
*Personal Assistant*

**Annette Dunkley**  
*Contracts Officer*

**Safdar Zaman**  
*Senior Administrator*

**Mary Norton**  
*Workforce Planning &  
Business Analyst*

**Katherine Thomas**  
*Admin Officer*

**Olivia Heagney**  
*Administrative  
Assistant*

**Sarah Lafford**  
*Administrative  
Assistant*

**bcda**  
Birmingham Care Development Agency

If you have any comments about the bcda Newsletter, or wish to contribute to future issues, please contact:

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**Telephone:** 0121 303 0887 or **Fax:** 0121 675 2890

[www.birmingham.gov.uk/bcda](http://www.birmingham.gov.uk/bcda)

 **Birmingham City Council**

Electronic versions of the newsletter and copies in large print are available on request.