

Welcome...

to the 4th edition of Care in Kirklees, the independent providers newsletter. We hope you find it interesting and informative.

This newsletter has been produced to keep you up to date on social care issues and topics that affect you and your social care work force.

A shared vision

Our vision is for a Kirklees where there is investment in the social care workplace across the whole sector – one that delivers the highest possible quality of care to the most vulnerable people in our communities.



In this edition

This edition gives you an update on “Putting People First” and the progress made since our Autumn newsletter. There’s advice about doing business and contracting with the Council, along with tips on how to reduce your costs. It also gives you an update on training courses coming up and information about a new grant scheme for voluntary and community organisations.

Putting People First - what's happening?

New people being assessed by Adult Services from 20 January will be offered a new personalised approach to their care assessment.

This will help people who are eligible for Adult Services to self-direct their own support and care needs.

Self-directed support is simple and easy to understand. All it means is supporting people to tell us what is important to them and their families and helping them to plan their support, including how to use the money available to them to achieve their personal goals and identified social care outcomes.

To support this important change we have improved the way we do things. This includes producing the following new information:

New assessment paperwork - including the forms for people to complete and a new support plan - where the person can identify what support they want in place to meet their needs

New care pathways – pathways is a word we use to describe peoples journeys as they travel through the new assessment and support planning processes, from point of contact through to setting up support with different providers and having a review to ensure everything still meets their needs.

Everyone new to the service will be told how much support they are entitled to in a monetary value. This is known as a 'personal budget'. It will be down to the person to decide if they want the cash allocation to arrange their own support or if they would prefer us to manage their personal budget on their behalf.

People will be offered the following three options:

- Self-directed support - they can receive their personal budget in cash and manage their own support
- Care navigation - this is when a Care Navigator from Adult Services works with the person to put their support in place. Once the person's support is in place they can manage it themselves or Adult Services will manage it for them if they prefer
- Care support - this is when Adult Services puts the support in place that the person would like to access and manages it on their behalf.

It's important to note that a person can pick one or a combination of these options.

To support new people, staff and providers we have developed a range of information covering:

- Person-led assessments
- Support planning
- Personal budgets
- Paying for your care
- Carers' assessments

Other information will be produced as the programme of work develops.





Day opportunities for older people

We are modernising day opportunities for older people. People tell us they want to remain in their homes and communities and in response to this we are expanding the amount of support available to older people.

The modernisation work promotes independence and person centred care under the transformation of adult social care. The changes will affect all day services for older people.

The council has started commissioning new services from the independent sector, as some contracts end on the 4 July 2010. Independent organisations have been invited to join a competitive tendering process to offer a more personalised service.

Tender submissions for these services closed on the 16 November 2009. A number were received and are being evaluated by specialist staff alongside people who represent older people's organisations. A decision is expected in February 2010. Providers and people who use services and their carers will be updated when decisions that may affect them come up.

We will work with all providers who are awarded contracts to make sure that people accessing day opportunities are supported throughout the change process. New contracts will start in July 2010.

Do you want to do business with us?

Kirklees Council and its partners have created a new website to help organisations like yours cope with the local impact of the recession.

If you want to do business with us see www.sell2kirklees.co.uk and tell us what you have to offer. It's free to register. We will use the site to identify businesses which meet our needs for goods and services valued at less than £15,000 (the level at which business opportunities are usually advertised and subject to tender processes). Organisations such as the University of Huddersfield, Greenhead College, Huddersfield New College, Kirklees College, Kirklees Neighbourhood Housing, Kirklees Active Leisure, West Yorkshire Fire and Rescue Service and West Yorkshire Police are already finding the online information useful.

Do you want to tender for contracts with us?

How to find out about contracts available

The best way to receive information about the contract areas you are interested in is to register your organisation on ALITO, the Council's electronic tendering system. This system is also used by other councils in Yorkshire. You can register on ALITO by going to: <http://scms.alito.co.uk>

Once registered you will automatically receive an electronic notification every time anything relating to the area you have expressed an interest in is posted on the site. You will then be able to access the site and if appropriate download any documentation from the site.

As part of the registration process you can select which of the 22 councils in Yorkshire you are interested in receiving information from. This should save you having to contact each council individually.

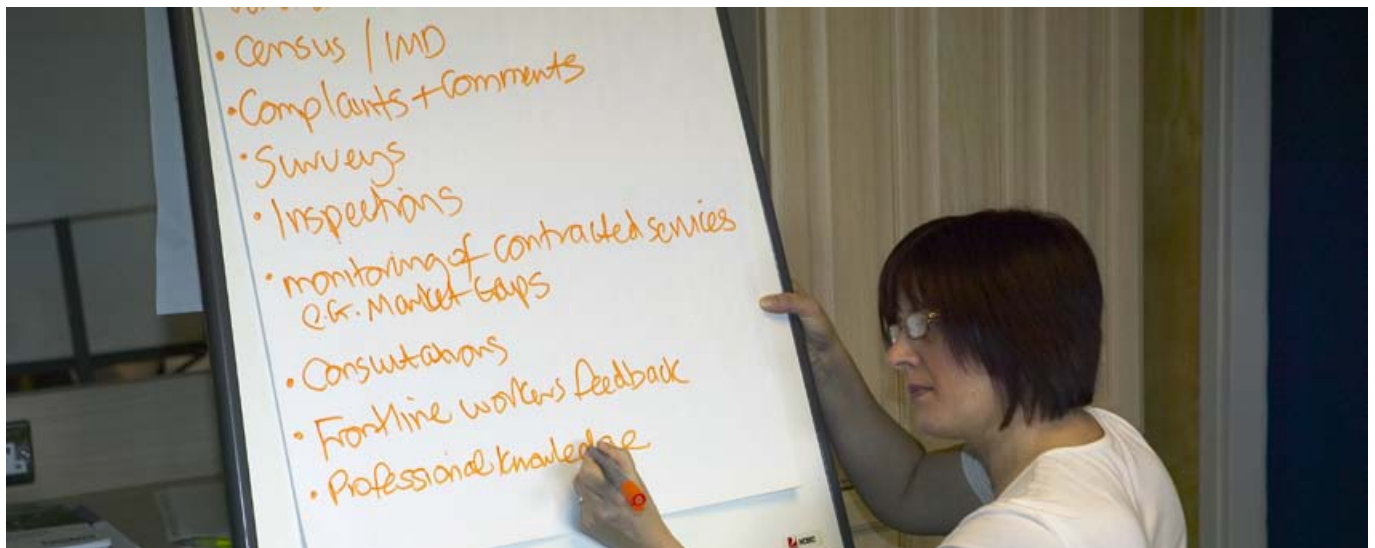
The Council also maintains a contracts register on its website. This contains brief details of all the contracts that the Council has entered into. This can be accessed by using the following link: www.kirklees.gov.uk/business/procurement/procurement.asp#tendering

Tendering

If any information relating to the areas of interest you have registered on ALITO is posted onto the system you will automatically get an e-mail alert. Whilst you may receive notification of general information the system is intended as a channel through which we send and receive tender documentation.

The e-mail you receive should direct you to the council's website where you will be able to log into ALITO and download the tender documentation, complete it and post it back onto the site via a secure post box. This can be done at any point up to the date and time for receipt of tenders. Council officers are not able to access your tender documentation until the closing date is reached. Once this has happened, the post box closes to further submissions and Council officers can then open and view your tender submissions.

Where it is necessary to register with the Care Quality Commission the Council will only deal with providers who produce evidence of a current registration.



Contract monitoring

If you are successful in being awarded a contract for the provision of a social care service it is likely that you will need to meet the National Minimum Standards (NMS) for the service you are providing.

NMS cover services such as:

- Domiciliary Care
- Residential Care - Older People
- Residential Care - Learning Disabilities
- Residential Care - Physical Disabilities

The council may also ask you to fulfil additional duties and responsibilities that will be set out in the specification.

Because the Council has a duty of care to people who use our services one of our Contract Management team will visit you periodically to check that these statutory and contractual obligations are being adhered to. Following any visit you will receive a report indicating any areas for improvement that need to be addressed and the report will give you a date by which any failings need to be rectified. Where there are failings you will receive follow up visits until these failings have been satisfactorily rectified.

Training

As part of the close working relationship we have with you we offer approximately 25% of the training places on our social care courses to independent providers.

These tend to be free. However where providers book places for their staff and the staff fail to attend we will consider charging you for these unfilled places. Details of the types of training available are given later on in this newsletter. (see "Training" under "What's coming up").

Talk together

Within Adults and Communities Care and Support web pages on Kirklees Council's Internet site you will find a new section called "Care in Kirklees". Care in Kirklees covers information, advice and support, as well as a list of training courses for organisations like your own.

We are also developing a discussion forum area where you can talk to other organisations about common issues and good practice. You can also tell us about any concerns your organisation has. We will let you know how to register for this discussion forum in the next edition and update you with examples of topics that you as providers are raising.

www.kirklees.gov.uk/careinkirklees

Money talks

£100,000 new grant scheme

Kirklees Council has launched a new grants scheme worth £100,000 to help local voluntary and community groups improve the lives of people living and working in Kirklees.

The Reducing Inequalities (RI) Grants Scheme is part of Kirklees Council's commitment to reducing inequalities within communities in Kirklees. We are working closely with partners including the NHS, police, voluntary sector and fire service to create an atmosphere of fairness and opportunity for all. The scheme aims to encourage voluntary and community organisations to develop and enhance their role within the community by developing new groups and allowing existing groups to expand.

The council and its partners have identified eight themes to focus on:

- Education attainment at foundation stage
- Education attainment at Key Stage 4 (GCSE)
- Not in Education and Employment or Training (NEET)
- Teenage pregnancy
- Gross household income
- Smoking
- Alcohol
- Childhood obesity.

£100,000 is available for grants until March 31, 2010 and the maximum award will be £5,000 per project. A fast-track system for grants up to £1,000 will operate where decisions on funding will be made quickly. Groups can only apply for this award once.

The work around Reducing Inequalities complements the council's four 'ambitions' for Kirklees: real help for communities; reducing inequalities; responding to recession; and reducing carbon.

Any voluntary group interested in applying for an RI Grant should call the Funding Team in Kirklees Safer Stronger Communities on 01484 414824, email funding@kirklees.gov.uk. Support on completing application forms, and additional guidance notes on the eight inequalities, is available. The deadline for applications is 29th January 2010.

Free help to reduce your costs

Kirklees companies are eligible for free help and advice to help them reduce their energy costs. Jim Porter an Environmental Business Advisor at the Green Business Network (GBN) is funded by Kirklees Council to work with Kirklees companies to help them cut their energy, water, transport, and waste disposal costs.

"We work with a range of businesses across Kirklees to support them to improve energy efficiency – which also saves them money. We also offer businesses free help to calculate their carbon footprint and implement an Environmental Management System through a new business network" explained Jim.

There are many ways that companies can save money on their energy use, through better management of lighting, heating, compressed air and machine use, for example by:

- Installing low energy lighting and having a regular maintenance programme.
- Installing a compensator control for the heating system, which saves money by regulating the building temperature based on the temperature outside.
- Ensuring a regular leak and repair programme for compressed air appliances.
- Monitoring the energy use of individual machines.

One company that Jim has been working with has reduced their lighting costs by over 50%, and has identified a further £5,000 of savings through better control of equipment.

Advice on reducing costs is typically made through an environmental audit, which also help businesses to lower their environmental impact, and comply with environmental legislation.

The GBN has also developed a series of Environmental Toolkits that include many different suggestions on pollution prevention, waste management, energy use, water use, and transport; details of current environmental legislation; details of any available funding streams; and a list of local recyclers.

If you would like help to reduce your environmental impact and save money, please contact Jim Porter at the GBN on [01422 316661](tel:01422316661) or email jim.porter@kirklees.gov.uk

What's been going on..?

Making a difference...

April 2008 saw the launch of new mental health services in Kirklees, commissioned by the council but provided by various voluntary and community organisations activities include art, advocacy, employment, carers, women's, self-help, physical activity and advice.

But how do we know that these new services are making a difference?

The introduction of these new services signalled a change in the focus of mental health services to ones that aim to deliver positive outcomes for people, demonstrated by the 'Outcomes Star'. The 'Outcomes Star' is a tool developed by the Mental Health Provider Forum and Triangle Consulting, but used by people to measure their route to better health.

Organisations are able to collate the results of their first year's service activities by looking at what has been achieved from the person's 'Outcomes Star'.

Early signs from the 'Outcomes Star' suggest services are being received positively. For more information please call Tony Bacon, Contract Manager (Mental Health) on 07976 194177.



Carers support

The last edition of Care in Kirklees told you about personal budgets for people with care needs, but don't forget that some carers may also be eligible for a carers personal budget following a carer led assessment. This is a direct payment of up to £100, £200 or £300 for carers to spend in order to ease their caring role. This could be practical household support such as cleaning or maybe holistic therapies in order to relax. Other carers may spend their direct payment on driving lessons to help them get to the shops...or a laptop in order to do their shopping on-line! The choice of how the money is spent is down to the individual carer, they just have to demonstrate that it will support them in their caring role.

For more information call Kirklees Council Carers Gateway on 01484 226050 or email carers.gateway@kirklees.gov.uk





Volunteering really does make a big difference...

Adult Services Community Liaison has a volunteering project that has improved service delivery for over 200 funded groups.

Gurdeep, Ramandeep and Yasmin volunteer every Sunday at the Bartonions luncheon group. They support people who have physical and mental health needs to take part in group activities. Members of the group would be at risk of social isolation if it wasn't for the warm atmosphere, cooked meal, interaction and support that the volunteers provide. One volunteer said: "I have learnt so much from spending time with the group members, I have had the chance to share cultural heritage and learn about life customs of others."

To find out more about the Community Liaison Volunteering Project, contact Rajinder Takhar, Volunteer Coordinator on [01484 225142](tel:01484225142), email: community.liaison@kirklees.gov.uk



Celebrations

Stuart Theobald celebrated his 10th anniversary of running Highroyd residential care home, Huddersfield. A party was held to mark the occasion.

The home is undergoing extensive refurbishment and Stuart would like to extend his business further in the future. Congratulations go to Stuart and his team.

And congratulations to...

Green View House Care Home in Huddersfield which has been accredited the Gold Standards Framework (GSF).

The National GSF Central Team, based in the NHS, develop frameworks and training programmes to help care providers deliver a gold standard of care for all people nearing the end of life.

GSF is a systematic evidence based approach to optimising the care for patients nearing the end of life delivered by generalist providers. It is concerned with helping people to live well until the end of life and includes care in the final years of life for people.

GSF is used in the UK, by thousands of primary care teams and care homes and increasingly in other settings through cross boundary care and also internationally. It is regarded by many as 'the bedrock of generalist palliative care'. GSF is recommended as best practice by the Department of Health End of Life Care Strategy, NICE, Royal College of General Practitioners, Royal College of Nurses and other major policy groups.



"The Gold Standards Framework has been a great opportunity for Green View House. Once we got into it, we realised that we were fulfilling the majority of the criteria and that it was just a case of evidencing all the hard work put in by carers and the relatives and friends of service users. I mustn't forget to thank Rosaleen Bawn (from Kirkwood Hospice) for her guidance and support whilst going for accreditation."

Adam Hesselden,
Acting Manager, Green View House.

For more information visit:
www.goldstandardsframework.nhs.uk

What's coming up?

Making it personal

An exciting programme of free training and development for voluntary and community organisations in Kirklees.

13 January - 24 February 2010

The aim of 'Making it Personal' is to help voluntary and community organisations as they work towards becoming more resilient and sustainable in a fast changing operating environment. The programme has a very practical focus and the idea is that participants will leave confident and motivated to turn theory into real action.

Trainers, speakers and presenters are being brought in from across the country to lead key sessions. These include ACEVO (The Association of Chief Executives of Voluntary Organisations), the new economics foundation, In-Control, DEMOS and many more. All are leading the way on personalisation and measuring outcomes.

Full details and booking information are available online at www.voluntaryactionkirklees.co.uk or by calling Michelle Richardson on 01484 518457.

For further information on 'Making it Personal', contact Trudi Wright at the Civic Partnership:
T: 01484 518 457
E: trudi.wright@kirklees.gov.uk

Don't miss this one off opportunity to take part – please book early.

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Time for a cuppa Day

Round up your friends, colleagues, residents and neighbours to join us in supporting those affected by dementia! You can hold an event as big or small as you like, its as easy as one two "tea".

1st February 2010

Get together and enjoy a good chat, a Cuppa tea, a slice of cake, and a crossword. To register your event go to: <http://www.fordementia.org.uk/get-involved/events/time-for-a-cuppa> and don't forget to tell us what you're doing too.

A new booklet has just been released by the Department of Health (DoH), called 'Living well with dementia in a care home'. This is a guide for care homes and highlights the key issues from the National Dementia Strategy and implications for providers and managers of care homes. Copies are available for order direct from DoH or from Susan Small at Gateway to care

New Economics Foundation - what's in it for you?

Prove your 'added value' as a provider of health and social care services in Kirklees' - capture the 'journey' for people who access support

Thursday 21st January 2010 -

Training workshop, with the New Economics Foundation (NEF) and Triangle Consulting.

An exciting partnership is under way in Kirklees between the Council, NHS Kirklees and the New Economics Foundation (nef). NEF is an independent 'think and do tank' with a growing reputation around building strong communities and demonstrating what real economic, social and environmental well-being 'looks like' and how it is measured.

You may know a little bit about it from attending the first series of workshops led by NEF on the development of micro-social enterprises and user led organisations (ULOs) in Kirklees.

The next series of sessions take place in January - as part of the 'Making it Personal' training programme (featured above). The workshops will look at the importance of capturing the real-life experience of people who get health and social care support in Kirklees. Different tools and techniques will be explored on the day as an introduction to this new way of measuring success.

For more information contact Trudi Wright at the Civic Partnership on [01484 518457](tel:01484518457) or trudi.wright@kirklees.gov.uk or go to the 'Making it Personal' area on the Voluntary Action Kirklees website: www.voluntaryactionkirklees.co.uk

Understanding Nutrition for Older People

Thursday 21st January 2010

The Textile Centre.

11.45 until 2.30pm (lunch included.)

For more information contact Joanne Kelly:

T: [07976 194 180](tel:07976194180)

E: joanne.kelly@kirklees.gov.uk



Training

Stroke care training for domiciliary and home care service providers

A series of stroke care training sessions delivered by the Stroke Association have been set up for domiciliary and home care service providers.

These will take place on:

15 January - 10am to 4pm at the Deighton Centre
11 February - 10am to 4pm at the Deighton Centre
15 March - 10am to 4pm at the Deighton Centre

The training aims to provide those caring for people affected by stroke with knowledge and understanding about stroke as well as helping to develop and share good care practice.

For more information call the Learning and Development Unit on 01484 223712 or email learning.matters@kirklees.gov.uk

Re-launch of Kirklees Dementia Champions Network.

Anyone who works with people with dementia and has a passion to improve services and people's lives to help them 'live well with dementia' is invited to attend this event on 19th January 2010 at 10.00am to 4.00pm at Cliffe House, Shepley, Huddersfield, HD8 8DB.

It does not matter what your job role is whether you are a cook, manager or administrator promoting good dementia care is your job. We hope you will register to become a Dementia Champion and have a least one Dementia Champion attending these network meetings.

These can be booked online by accessing the following link: [http://forms.kirklees.gov.uk/af3/an/default.aspx/RenderForm/?F.](http://forms.kirklees.gov.uk/af3/an/default.aspx/RenderForm/?F.Name=SmqQGMN974f)

[Name=SmqQGMN974f](http://forms.kirklees.gov.uk/af3/an/default.aspx/RenderForm/?F.Name=SmqQGMN974f)

Alternatively please call Learning and Development on 01484 223712.

Kirklees 'Dignity in Care' Champions Network Re-Launch

Do you work in services for Older People?

Are You A Dignity Champion?

Interested?

If the answer is YES – you are invited to join our re-launch of the Dignity in Care Champions Network for Older People.

For more information and to register as a Dignity Champion go to <http://networks.csip.org.uk/dignityincare/>

These can be booked online by accessing the following link: <http://forms.kirklees.gov.uk/af3/an/default.aspx/RenderForm/?F.Name=SmqQGMN974f>

Alternatively please call Learning and Development on 01484 223712





E-learning

We want to give you flexible options when it comes to your training and have purchased an e-learning package for Safeguarding Adults Basic Awareness (to be used as a refresher only). Your staff will be able to receive the on-line training free of charge. E-learning is all about learning and training via a computer package rather than in a classroom.

There are many benefits to on-line learning including:

- learning at a time and a place to fit in with your family and your work
- you can learn at a pace that suits you

To access e-learning you need a computer with internet access. You also need to register for a password and user name. To do this, please email learning.matters@kirklees.gov.uk

Safeguarding Adults Basic Awareness Refresher Course

This package is for all staff who work with vulnerable adults. It should take around 2 to 3 hours to complete. There is no time limit but you must achieve an 80% pass rate.

Spot light on e-learning...

Sue Hoodless, Home Manager from Hartshead Manor tells us what she thinks about e-learning.

"We thought it would be a good idea to use e-learning for the Safeguarding refresher course. At Hartshead Manor staff work varying shift patterns, including day and nights; by using e-learning all staff were able to access the course at a convenient time. Night staff didn't have to come in the day which they were very thankful for! I think it's brilliant. We can all do it in our own time and log off and come back to where we left off if we are busy.

The benefits were great. I think that being able to watch the actors in the scenario's is a great way to demonstrate the best practice, instead of having it read to you or looking at a diagram.

My tip would be take notes of what you have learnt. This is especially useful if you have to log off and come back to it later.

My main comment would be to give it a go; once you become familiar with the program it is really easy and convenient. It would be nice for all of the learning to be online in the future for the convenience."

Things you need to know



What's on your mind.....?

A new set of online resources was launched in November to support people working with and affected by dementia. The Dementia Gateway is a new website on the Social Care Institute for Excellence's (SCIE) website. The Gateway includes information on dementia aimed at staff, managers, carers, commissioners and people with dementia. Go to: www.dementia.dh.gov.uk/news/news/?cid=114

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Social Care TV Launch

Social Care TV is a first for social care; the broadband service is a window into the world of good practice from SCIE and other organisations. The project was launched on Wednesday 21 October at the National Children and Adult Services Conference in Harrogate, which was attended by Sally Gretton, Skills for Care Regional Development Manager for Yorkshire and the Humber.



The web pages on Social Care TV feature engaging films that link through to related guidance and advice, multimedia and e-learning resources. The aim is to stimulate debate about the big issues in the sector with social care staff, managers, commissioners and trainers. Because it is a TV service, users can relate to it in a way that is not always possible with the written word. The technology means that staff can keep ahead of developments and share good practice to improve care and support. We all want to improve care provision – this is another, exciting way of doing it. Visit: www.scie.org.uk/socialcaretv

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Employment Law Update

Do you know what changes are taking place in UK employment law?
Do you know how your organisation and workforce will be effected?

Find out about agency workers, the Equality Bill, holidays & sickness and what's coming up in the future. Log onto: http://www.kirklees.gov.uk/community/care-support/partnerorgs/careinkirklees/workforce/Employment_law.pdf



Choosing a care home online

As part of our continued drive to find more cost effective ways of working, you can search for a local care home online. This will release a considerable amount of time that may have been spent telephoning homes or using care home information lists that may be out of date.

Each care home is responsible for updating their vacancy information on the website. They also have a facility to add text to their update which enables them to specify the type of bed available, ie residential, nursing, respite etc.

For more information visit:
www.kirklees.gov.uk/carehome

Useful links

National dementia strategy

www.dh.gov.uk/en/SocialCare/Deliveringadultsocialcare/Olderpeople/NationalDementiaStrategy/index.htm

Dignity in care challenge

www.dh.gov.uk/en/SocialCare/Socialcarereform/Dignityincare/index.htm

Valuing People Now green paper

www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_093377

Social care bulletin

This bulletin has been specially developed for all staff working in social care. Its aim is to inform, to promote good practice, and to support you in your everyday role, bringing you up-to-date, easy to read explanations of the latest policy news and initiatives.

www.dh.gov.uk/en/Publicationsandstatistics/Bulletins/Socialcarebulletin

The Council's latest Economic Bulletin for all businesses in Kirklees

[The Council's latest Economic Bulletin for all businesses in Kirklees](#)





Information in other formats

Kirklees Council Adult Services is committed to ensuring that its communication is clear, plain and available to everyone. This information can be made available in languages other than English. It can also be made available in large print, audio CD, audiotape and Braille. Full details are available by telephoning 01484 225274.

This newsletter has been produced by Kirklees Council Adults and Communities, Marketing and Communications Team.

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Workforce Planning

Kirklees Council
Adults and Communities
Oldgate House, 2 Oldgate
Huddersfield HD1 6QF

bronwynn.bennett@kirklees.gov.uk

peter.kelly@kirklees.gov.uk

01484 225 120