Peter Bullen

Relationships Manager, Education, Quality and Integration Dept

Agenda

- Sector Updates
- Commissioning Market Positioning Statements
- Hertfordshire Workforce Strategy 2024-2027
- Skills for Care Update
- Breakout and networking: *Make your voice heard, set the agenda for change*
- *Break*
- Data Security and Cyber Crime- New CQC expectations
- Reminder of HCPA funded Support
- *Summary of take away actions*

House Keeping

- If you are in the wrong break out room, please click leave and select Leave Breakout room and you will be taking back to main event to be reassigned
- Microphones off unless asked to speak or speaking
- For questions, please add these to the chat box, we will come to these at the end, you may be asked to elaborate over the microphone

In-Meeting Controls

The attendee controls appear at the bottom of your screen. To access the meeting controls, just move your mouse in the Zoom window.
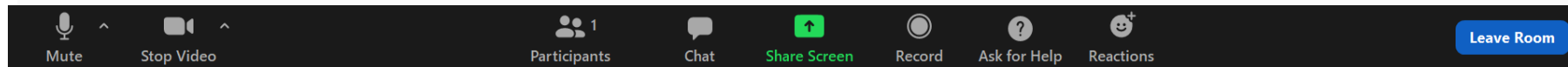
Attendees have access to these features:

Mute or Unmute:

To mute or unmute your microphone, click the ^ arrow next to the picture of the microphone.

Please keep your microphone on mute during the presentation

Start Video or Stop Video:

To turn your camera on or off, click the ^ arrow next to the picture of the video camera.

Please keep your video off during the presentation.

Sector updates

- *Support services directory – Soon available for Homecare and Supported Living: www.hcpa.info/supportservicedirectory/ Includes contacts to access Early Intervention Vehicle*

- *Changes to Govt guidance over ARI (inc Covid), which includes managing infections: Gov.UK and www.hcpa.info/ipc*

- *Supported Living Tender submission deadline is start of May 2024. See info from recent webinars: www.hcpa.info/members-zone/event-resources/ and www.supplyhertfordshire.uk/*

- *Changes to the way in which safeguarding enquires are recorded and managed. All info: Click here*

- *Members Network event 30th April (9.30am – 3pm - Welwyn): "Your business matters to us". Booking form here*

- *Nutrition and Hydration Study session for Homecare providers 13th May (1.30pm – 5pm – Stevenage). Booking form here*

- *News on Unpaid Carer's leave – Click here*

HCC Market Position Statements

"Our vision for Adult Social Care is for everybody to stay happy, safe and well in their own home. We believe that with the right connections to friends, family and our local communities, we can all live life to the full"

[Website Here](#)

The purpose of the web pages is to share HCCs thoughts about the future of adult social care in Hertfordshire; the challenges we expect to face as well as the vision of how we would like to work together. We hope this will help you think about how you can plan your services to continue to, or start to, work in Hertfordshire. Includes:

> Information about the current numbers of people we support, how we expect those numbers to change in the future and we will outline our future intentions in terms of the care we expect to need in the coming years.
> Connected Lives and Strength Based Principles
>Utilising technology but not to replace people

Share your feedback- HCC want to understand your challenges as well as your ideas about how things could be better, and we want to hear from your staff and the people who you support as well- **assistance@hcpa.co.uk**

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Hertfordshire

Homecare Position Statement

Hertfordshire's Adult Care Service (ACS) vision is to ensure our services promote individual well-being, keep people safe, support people to do as much as they can for themselves and allow them to live as independently as possible in their own home and communities.

Homecare services are key to achieving these objectives and will be pivotal in preventing people from going into bed based services such as residential homes, hospital, or other formal care settings

The Council commissions approximately 2.3 million hours of mainstream homecare a year to support approximately 4,000 adults living in Hertfordshire at any one time. Of this 2.3 million, 460,000 hours are from the Leads, and this is supported by the Spot market contributing approximately 1.4 million hours alongside.

Overall Demand
There continues to be an increase in demand on services, and providers, both for Leads and Spots.

Mainstream homecare commissioned hours have seen an over 40% rise from Oct-20 to Oct-23.

However alongside this increase in demand the council working together with our providers has managed to reduce the number of people on our uncovered list, which despite the increase in demands is at the lowest it has been since we started recording these figures in 2016.

Commissioning Intentions

- Moving spot providers from "time & task" commissioning to the same **outcomes focussed model** as Lead Providers
- Supporting **referrals 7 days a week**
- Quicker **response times**
- providers responding to referrals within **2 hours**
- start date within 24 hours where the requirement is for rapid support, otherwise 48 hours
- **same day restarts** where the request is made before 12pm
- **Short-term 10% flex in hours** without prior approval, to support acute episodes, e.g. prevention of admission or carer breakdown
- Care practitioners staying the **full duration** of the planned visit to engage in conversation, reducing loneliness and building rapport, to support with identifying wellbeing needs
- Providers working in **an integrated way** with our therapy partners
- Delivering quality care in a local area – **knowing their patch well**, the professional teams who operate there and community resources available
- Identifying any **local specialisms**, e.g. language & culture to support a local community
- Supported through HCPA, CHIT team, professional colleagues to ensure people can be supported to **remain at home** as long as possible and prevent avoidable hospital admissions
- Focus on providers with **sufficient infrastructure and management** in place to support complex cases with skilled staff.
- Arrangements regarding commissioning Continuing Health Care to be reviewed during the lifetime of the Framework – this can be built in so providers are aware this is a possibility and avoid contract variations

Draft Hertfordshire Adult Social Care Strategy 2024-2027

Our vision is to have a growing workforce offer to support and retain our increasing workforce needs to ensure the sector is recognised as professional and equal to health to deliver best quality of care and achieve the outcomes that matter most to the people being supported.

Professional Recognition

Talent Acquisition and Retention

Quality Care Delivery

Outcome Focus

Professional Development Programs

Career Pathways and Advancement

Adult Social Care Training and Development Fund: a guide for employers - GOV.UK (www.gov.uk) Update
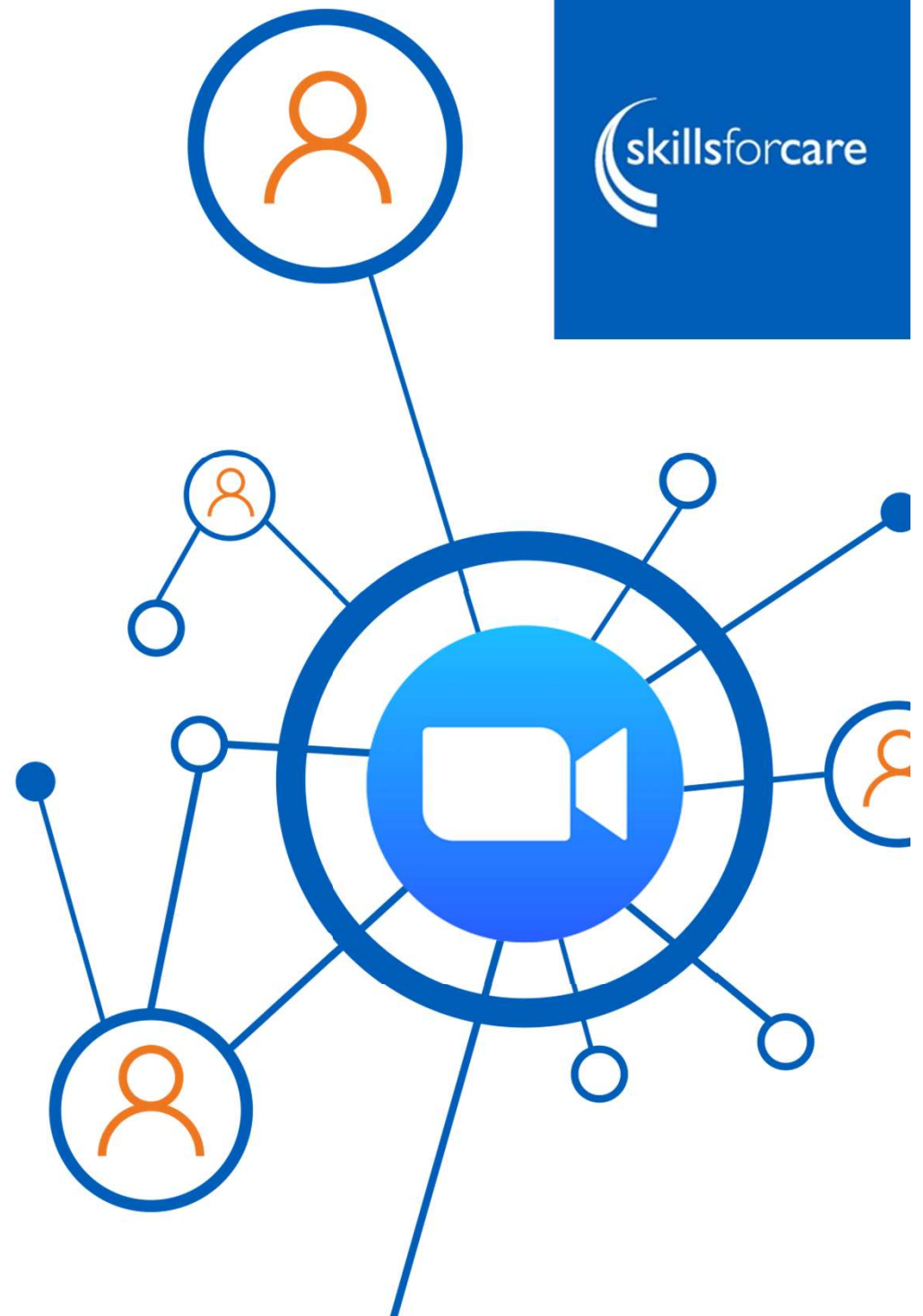
Feedback

What do you think are the priorities to growing and supporting our workforce now?

What are the top priorities for our workforce in three years' time?

Skills for Care Update

April 2024

#CelebratingSocialCare

At Skills for Care, we celebrate social care all year-round, but throughout April we're going to be celebrating a little bit louder and encouraging everyone to join in!

We know that the people who work in social care are highly-skilled, passionate and hard-working and it's important that we all take time to recognise the work that they do.

We're inviting you to join in by sharing your celebrations and shoutouts on social media and on your website. We've created artwork and suggested social media posts for you to use. You'll find these resources alongside the good news stories we're publishing throughout the month on our **campaign landing page.**

CelebratingSocialCare

New: International recruitment toolkit for social care

This best practice guide, produced by the Department of Health and Social Care and Skills for Care, aims to support providers to ethically recruit care workers and senior care workers from overseas

The toolkit can be used by providers who are new to international recruitment, to help support through the new processes, or by providers who are undertaking international recruitment and are looking to refine their current processes.

The toolkit is hosted on the international recruitment section of our website, alongside other key resources and information to support with ethical international recruitment.

Visit the webpage

New pay data published

Our report and data visualisation provide the most up-to-date overview of pay rates for care workers in the adult social care sector.

- 41% of care workers are paid below the Real Living Wage
- 69% of care workers are paid under the new National Living Wage of £11.44 which was introduced on the 1 April 2024
- the difference in pay for workers with less than one years' experience and those with five years or more of experience is just 8p per hour. In 2016, this difference was 33p per hour.
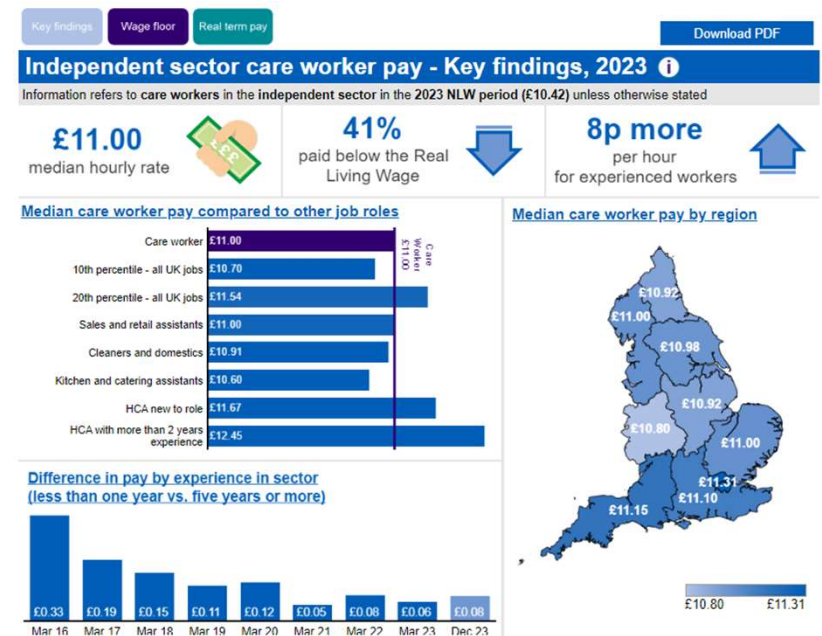
View the latest pay data

Recent recorded webinars available for you to view

Managing people

- **Leading effective teams – what works** - gather advice, tips and practical ways to lead effectively and collaboratively with your teams.
- **LGBTQ+ good and best practice** – explore how services can treat people as individuals, celebrate diversity, and support the wellbeing of the LGBTQ+ community within your service.

Managing a service

- **New CQC inspection** – gain insight into the new CQC Single Assessment Framework and hear from managers about what they are doing to be ready.
- **Providing evidence to the CQC** – learn how other services are adapting to meet the evidence requirements of the new CQC inspection.

Digital, data and technology

- **I'm a technophobe, get me out of here** – taking the fear out of digital for social care managers.
- **Change management** – sharing lessons and learnings from managers leading digital change in their services.

New registered managers webinar…

Workforce wellbeing – Practical and cost-effective ways to support your team

Thursday 16 May 2024 I 10:00 – 11:00 | Zoom

Delivered in partnership with The Outstanding Society, this webinar will look at simple and effective ways to best support your workforce, helping them manage the latest pressures and workload.

It will explore how you can offer meaningful wellbeing initiatives which won't break the bank, whilst convincing others – including the CQC - of the value this brings to your service.

Register now to secure your place

Get ready for the CQC Single Assessment Framework

Recommendations, practical examples, advice and resources to support your CQC assessments

Ensure your service is prepared by exploring recommendations, practical examples and resources covering the 34 new Quality Statements in our inspection toolkit.

Being prepared for CQC inspection seminar

Tuesday 25 June 2024 | 10:00 – 15:30 | Zoom

An interactive seminar for services who want to understand the practical ways prepare for CQC inspection and evidence the quality care your service is providing.
Previous seminars have sold out so book your place now!

Upcoming seminars…

Delivering outstanding care seminar

Wednesday 5 June 10:00 – 15:30 | Zoom

An interactive seminar for services who want to understand what outstanding care looks like and how to deliver and evidence this.

This full-day facilitated interactive workshop brings together frontline managers to learn about what constitutes outstanding care and how to prepare your service to ultimately achieve this recognition.

Register now

"Great course, very interactive. It captures all relevant parts of preparing and understanding inspections. It will enable our managers to be more prepared and gather evidence to show to CQC"
Michelle Malley, Workforce Development Manager, Catalyst Choices CIC

Delivering outstanding care
Wednesday 5 June | 10:00 – 15:30

Upcoming seminars…

Improving your CQC rating seminar

Thursday 26 September I 10:00 – 15:30 | Zoom

This interactive seminar is for services who have fallen below CQC standards and are looking for practical ways to recover and achieve a Good rating.

You'll gain an understanding of what you will be expected to evidence and how to demonstrate issues have been successfully addressed.

Register now

"I feel more confident having gone through this course, knowing there are others in similar situations and that there is support out there to improve the rating."
Nosa Igiehon, Registered Manager, Nationwide Care

Improving your CQC rating seminar
Thursday 26 September | 10:00 – 15:30

Latest podcast - Series 4 | Episode 6

Recognise it, record it, evidence it

In our new podcast we chat to Maddie Watts, the owner and registered manager of the Outstanding rated Inchwater Home Care.

Maddie chats to us about the preparation she is doing for CQC assessment under the new single assessment framework and how they evidence good practice. She also talks about evidencing feedback of partnership working with other professionals and the benefits of reflective conversations with staff to support the journey of continuous improvement.

'It is the little things that sometimes make the biggest difference.'

Listen now

Resources to support culturally appropriate care

These resources have been produced to help you have a clearer understanding of culturally appropriate care and what that may mean to individuals you support.

- The 'Culturally appropriate care guide' covers a broad range of topics that will help you to learn about and be sensitive to people's cultural identity or heritage.

- Use the supporting training resources to implement the learning from the guide at your service.

www.skillsforcare.org.uk/CulturallyAppropriateCare

Workforce Intelligence team – Commission our services

Our workforce intelligence team are the experts in adult social care workforce insight.

Beyond the wealth of information already available publicly on our website you can commission the services of the team to help your organisation or area with various things including:

- partner with you, or form part of your project team on tenders and bids
- produce bespoke reports and analysis to help you solve problems and provide data solutions to help improve your products or services
- use advanced analytics techniques to help you understand how key outcomes such as CQC scores, turnover and vacancy rates can be improved
- provide a deep dive into the adult social care workforce in your local area or look at performance in comparison to other areas.

www.skillsforcare.org.uk/commission-our-services

Thank you!

If you have any further questions, please do get in touch.

Becci.Metcalfe@skillsforcare.org.uk

Break

Understanding Information Governance Within The New CQC Assessment And Your Responsibilities

Deb Parker – HCPA
dspt.dparker@hcpa.co.uk

Todays Session

We will be covering

- The new CQC Assessment Approach

- WELL-LED Key Question

- Governance, Management & Sustainability Quality statement

- What you need in place

- Where to get help

BE DATA WISE

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CQC New Assessment Framework

5 Key Questions

- Safe
- Effective
- Caring
- Responsive
- **Well-led**

Well-Led

- Shared direction and culture
- Capable, compassionate and inclusive leaders
- Freedom to speak up
- Workforce equality, diversity and inclusion
- **Governance, management and sustainability**
- Partnerships and communities
- Learning, improvement and innovation
- Environmental sustainability – sustainable development

Quality Statement

Governance, Management & Sustainability

- We have clear responsibilities, roles, systems of accountability and good governance.

- We use these to manage and deliver good quality, sustainable care, treatment and support.

- We act on the best information about risk, performance and outcomes, and we share this securely with others when appropriate.

Governance, management and sustainability - Care Quality Commission (cqc.org.uk)

Quality Statement Subtopics

- Roles, responsibilities and accountability

- Governance, quality assurance and management

- **Cyber and data security and protection toolkit (DSPT)**

- Emergency preparedness, including climate events

- Sustainability, including financial and workforce

- **Data security/data protection**

- Statutory and regulatory requirements

- Workforce planning

- External recommendations, for example safety alerts

- **Records/digital records**

What does all that mean for you ?

What you need...

- Data Protection Clause in staff contracts

- Training, Training, Training

- Clear staff, volunteer and director, roles and responsibilities with the ability to assess knowledge

- Robust Policies, Processes and Procedures

- Data Mapping – what you hold, where you hold it and who you are sharing with

- A robust, workable, tested, Business Continuity Plan and Backups

- Unauthorised access prevention

- **Compliant DSPT**

Clear Responsibilities & Roles

Staff Confidentially Contract Clause

1. Confidentiality

During or after your employment with us, you must not disclose any trade secrets or any information of a confidential or sensitive nature about:

1. *insert organisation name here*; or

2. any of our service users; or

3. any of our employees.

There is an exception if you need to share this information as part of your job or if you are made to by law.

It is the responsibility of all staff to ensure data security. You will be responsible for the confidentiality, integrity and availability of all data which you have access to in the course of your work.

You must adhere to our Data Protection Policy and associated policies, which will all be made available to you. Failure to adhere to these policies may result in disciplinary action.

Contract Clause
Staff Data Security Contract Clause - Template - Digital Care Hub

Data Breaches Think CIA

- **Confidentiality**

Personal Information must not be shared (paper, digital or verbal) unless there is a **Lawful Basis** for doing so.

Breach example - Talking about a resident's health diagnosis in a communal area or leaving a care plan on a table in a communal lounge.

- **Integrity**

Personal Information must be fit for purpose, accurate, complete and up to date, so that errors are minimised.

Breach example - Changes or incidents not logged correctly. Updates to medication or care needs not recorded.

- **Availability**

Personal Information must be available. Whilst personal information must be held securely, it must also be available when required by authorised persons.

Breach example - Lost key to care plan cabinet or Phishing email locks systems

NEW eLearning

Launched Dec 23.

Specifically designed for care providers, with recognisable scenarios.

End to End Data Security & Protection training.

First of its kind!!

Four modules

Module 1: Data protection rights & responsibilities.

Module 2: Keeping data secure.

Module 3: Threats to data security.

Module 4: Data breaches.

Assessment quiz:
- 20 questions across all 4 modules
- 80% pass mark
- downloadable certificate.

First free elearning resource on data protection for care staff launched - Digital Care Hub

Policies

- **Privacy Notice -** a document that outlines how you collect information, its purpose, use and agreement that only necessary information will be collected. It should be available to the people you support, their families and any 3rd party whose information you hold or has a legitimate interest in the data you hold.

- **Data Protection Policies -** For internal purposes, the main goal of these policies are to protect and secure all data collected, managed, and stored by the organisation, they can become the processes to operate by.

- **Information Retention Policy -** sets out the time period for storing and managing data, it should detail all types of data you hold and the period of retention for each.

- **Bring Your Own Device Policy** – An agreement between the organisation and staff, if they are using their devides for work purposes, that they will do everything possible to keep work information safe and secure. Not allowing access to anyone outside the organisation

Templates can be found at   Template Policies and Resources - Digital Care Hub

Data Mapping

BE DATA WISE

What data do you hold?

Where do you hold that data?

Who are you sharing data with?

Do you know?

If you don't, you cannot be confident that data is being managed securely or lawfully within your organisation.

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Data Mapping – What do you need?

Two documents will satisfy CQC that you know
What, **Where** & **Who**

- ■ Information Asset Register (IAR)
  A record of all the places you hold information and how you keep it secure

- ■ Record of Processing Activities (ROPA)
  A record of all the organisations and people you share data which, and the specific data you share

IAR & ROPA Template - How to Document Your Data Processing - Digital Care Hub

Where to start - Keep it simple

The IAR & ROPA templates can look a bit scary. So, **start simple**.

1st, list all the data you hold (Paper & Digital)

To one side record all the places you hold that data.

To the other, record all the people/organisations you share that data with. Then note the Legal Basis for sharing

Legal Basis - Article 6 Provision	
6(1)(a)	Consent
6(1)(b)	Contract
6(1)(c)	Legal Obligation
6(1)(d)	Vital Interests
6(1)(e)	Public Task
6(1)(f)	Legitimate Interests

B	C	D	E	F	G	H	I
	Where Do We Hold This Data?		**Data Name**	**Who Do We Share Data With?**			
Location 3	Location 2	Location 1		Shared with 1	Legal Basis	Shared with 2	Legal Basis
	Cloud	SAGE	Payslip	External HR	Legititmate Activities	Accountant	Contract/Legititmate Activities
	Cloud	Care plan system	care plan			Social Services	Contract/Legititmate Activities
Cloud	Office Computer	Training Folder	Training Records				
Cloud	Office Computer	Staff files	Staff Contract	External HR			
		Staff files	Staff Bank details	Accountant	Contract/Legititmate Activities		
			Medication records	GP	Contract/Legititmate Activities	Pharmacy	Contract/Legititmate Activities

IT Systems & Devices

What you need…

- Robust systems with up-to-date software

- Up to date antivirus/antimalware

- Ability to provide appropriate, individual system access

- Ability remove or change access profile quickly

- Good password practice – recommend 3 Random Words

- Tested Business Continuity Plan

- Accessible backups

- Systems in place to prevent unauthorised access

Data Protection

Staff training is Key

(>60% of data breaches are due to human error)

Data Access Prevention

- Lockable doors & windows
- Lockable office, cabinets, drawers
- Keycode/Passcard entry systems
- Password, finger/face recognition
- CCTV
- Secure Email – e.g. NHSmail
- Access removal at end of employment – systems & buildings

Data Breaches - Recognise, record, report & review

Data Security & Protection Toolkit (DSPT)

A FREE annual online self-assessment of care providers' data management policies, processes and procedures

42 questions, split into 4 sections

Staffing & Roles   Policies & Procedures

Data Security   IT Systems & Devices

Demonstrates compliance with

- GDPR
- Data Protection Legislation
- 10 National Data Guardian Standards (DHSC)
- Good Practice

Register for DSPT at Registration (dsptoolkit.nhs.uk)
Access Guidance & Templates for everything you will need

CQC will expect a compliant DSPT

BE DATA WISE

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Where To Get Help & Other Info

HCPA Data Protection Team

Call: 01707 708018

Email: DataProtection@HCPA.co.uk

Website Data Security & Protection Toolkit (DSPT) | HCPA

Complete your DSPT – Use the links to guidance and templates

Questions?

Herts Good Care Recruitment Service

Contact us today:
01707536020 ext 2
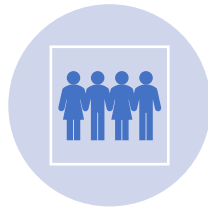**jobs@hertsgoodcare.com**

GOODCARE
Hertfordshire

A fully funded recruitment service, free to use for HCPA members

Working in partnership with HCPA and HCC

A skilled team with care sector experience supporting you with your recruitment needs

An additional source of recruitment to find compassionate staff that fit within your organisation

We use a completely values-based method when screening potential candidates

We also provide best practice information and guidance

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Your Academy, your passport to progress

Your staff - Affiliates

- One place to store all certificates
- Training passports – portable, 1:1's & PDP's
- Rewarded for training
- More certificates - more points - more discounts
- Tiers 1- 5 - discounts, savings & cash back
- News and updates
- Social Media

@SocialCareAcad

Organisation - Provider Portal

- All staff certificates in one place
- Training Matrix to support your governance & compliance
    - Monitoring Officers/CQC evidence
- Attraction - Recruitment Adverts
- Support retention
- Support development of your culture & valuing your team
- Supporting staff with financial wellbeing
- Webinars - monthly to find out more
- Induction sessions available for administrators

FREE – fully funded by HCC

INSPIRE Bespoke leadership course to suit your organisation needs.
Can include options such as:

- **Lead to Succeed** or **Well Led**
- Understanding Self-Management Skills
- Understanding Performance Management Skills

Minimum numbers apply. Duration depends on content selected. Charges apply.

TEAMology TOOL

Our revolutionary profiling tool that goes beyond traditional personality types!

Build stronger, more effective teams

- Understand you & your team - build a solid framework for effective team management
- Understand how we interact with each other - appreciate individual strengths, opportunities and key drivers
- Gain insight into what drives others and balancing *intent verses perception* – key to a **positive culture** where communication is open and conflict is reduced

Half day and 1 day options available.
Open course or just for your organisation (minimum numbers apply). Charges apply.

www.hcpa.co.uk

SUCCESSION & PLANNING CPD

Open Courses

A range of fully-funded leadership courses are available to book on our website, including **Succession Planning**:

- 5 day **fully funded** leadership programme
- **Two stages** – suitable for all staff with people management responsibilities from *new and aspiring leaders, seniors, deputies, registered managers, directors and owners*

Leadership Education

INSPIRE FRAMEWORK

CULTURAL TRANSFORMATION PROGRAMME
COMMITTED TO CULTURE

Unlock outstanding care with our
Cultural Transformation Programme!

A positive workplace culture drives engagement, performance & retention in care settings. Investing in culture meets the **CQC Single Assessment Framework.**

- Built on Macleod's Four Pillars
- Empowers staff, creating a committed workforce essential for outstanding care

What's included?

- Consultation - tailor to your needs and define your strategic narrative

- **TEAMology Tool & Cultural Transformation**

- We **create** your own **Behaviours Framework** based on **your values**

- **Embedding your Behaviours Framework**

- **"Committed to Culture"** support

Annual reminders demonstrate our year-long support ensuring your continued success.

Minimum numbers apply. Price on application.

Email leadership@hcpa.co.uk for more information!

HCPA Education

- **Advocacy at the Heart of Person-centred Care: Development for Leaders**
- **Auditing & Quality**
- **Care Certificate - Manager/Leader Governance & Competency**
- **Train the Trainer**
  - Care induction
  - Medication
  - Care Planning
  - Mental Capacity
  - Safeguarding
  - Positive Behaviour Support

HCPA Education

- Care Culture CHAMPION
- Engagement CHAMPION
- Evidencing & Action Planning
- New culture day
- Observations & Competency Assessments
- Supporting Relationships: Relationship and Sexuality Awareness Training for Managers
- Trainer CPD and networking

STAN
HCPA Skills Training And Needs audit

STAN+ helps Care providers gather insightful feedback about their service and highlights the training needs of staff by offering an in-depth look into how staff feel about their confidence, competence and knowledge within their role plus feedback from staff on key business areas.

STAN+ provides:

• Insight into the knowledge, skills and confidence of care teams
• Reports both on an individual and overview level
• Opportunity to identify areas of training required to deliver person-centred care
• An aide for monitoring visits, significantly supporting the process
• Part of the journey to become an HCPA Gold Member

Contact us on **stan@hcpa.co.uk**

New structure:

• **Mental Health STAN**
• **Older People residential STAN**
• **Older People Homecare STAN**
• **Adult Disability STAN**

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Business Development Services

SERVICES TO SUPPORT YOUR BUSINESS...

- **Business Continuity Planning (BCP):** Ensure that your BCP defines and outlines mitigations for all the threats and risks that your organisation may face.

- **Business Coaching:** Support and guidance to organise your workload and be able to reach your goals.

- **Inspection & Monitoring Support Service:** Support to ensure you have robust governance and quality assurance tools in place, and effective audits to ensure you are ready for an inspection.

Scan the QR code or visit hcpa.info/business-development to find out more...

Business Development Services

SERVICES TO SUPPORT YOUR BUSINESS...

- **Impartial Feedback Service (IFS):** Gather open and honest feedback from the people who use your service.

- **Culture Surveys (6C's):** Collect feedback from your team on the workplace culture; (CVC) Gather feedback from people who use the service on how their beliefs, values, lifestyles and customs are respected and recognised integral to the support they receive.

- **Agency Charter of Excellence (ACE):** Find a staffing agency that has high standards and is suitable for your needs.

Scan the QR code to express your interest or email us at businessdevelopment@hcpa.co.uk

Herts Care Partners

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Hertfordshire

Connected Lives Showcase - Provider Services: How to Evidence Good Connected Lives Practice

We're all about celebrating the life-changing impact you make in people's lives in Hertfordshire.
We're stepping back from the paperwork and the processes to celebrate the real-world effects of the work you do. These 6 sessions over 3 days are an opportunity for you to hear stories from your colleagues and the people we support. It's all about their Connected Lives journey.
The sessions on 21-23 May are online and open to everyone in ACS, social care providers and partners.

Venue: Online [Book here](#)
Date: Tuesday 21st May 2024, 2:00PM - 3:00PM
Section: Connected Lives Showcase - Session 2

Connected Lives

Hertfordshire

THE HCPA CARE PROVIDER HUB PROVIDING PEACE OF MIND.....

Hertfordshire

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ASK us anything! We are your support service, here to answer your questions on all topics Adult Social Care related.

- Govt guidance, laws, standards and expectation.
- Covid: PPE, vaccinations and infection control.
- Liaison with Hertfordshire County Council.
- Funding, contracting and commissioning.
- Staff wellbeing and recognition.
- HR, Staffing and recruitment.
- Training and education.
- Business continuity.
- Data protection.
- Monitoring.
- Equipment.
- Insurance.

Your hub, your support service......

01707 708108 / **assistance@hcpa.co.uk** (Mon to Fri - 9am to 5pm). **www.hcpa.info/hub**

HCPA: 'Sharing best practice in care through partnership'

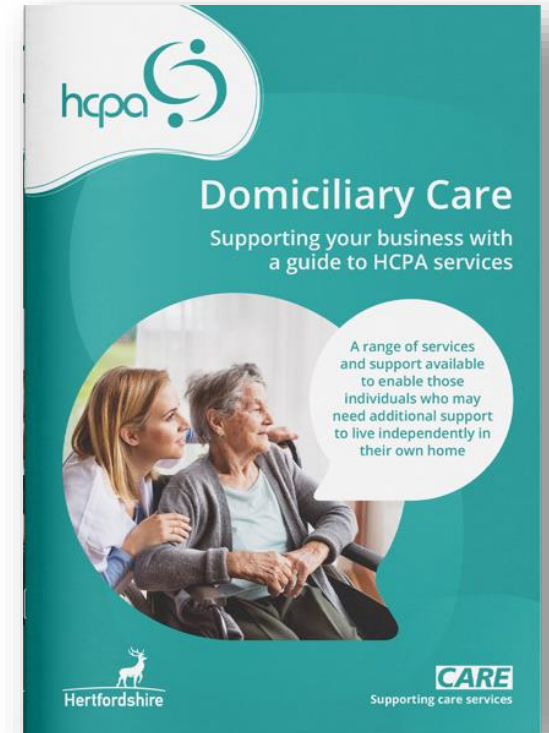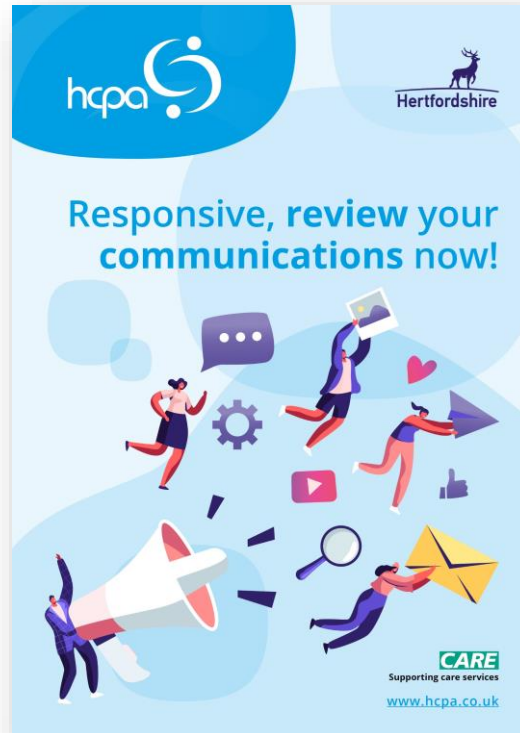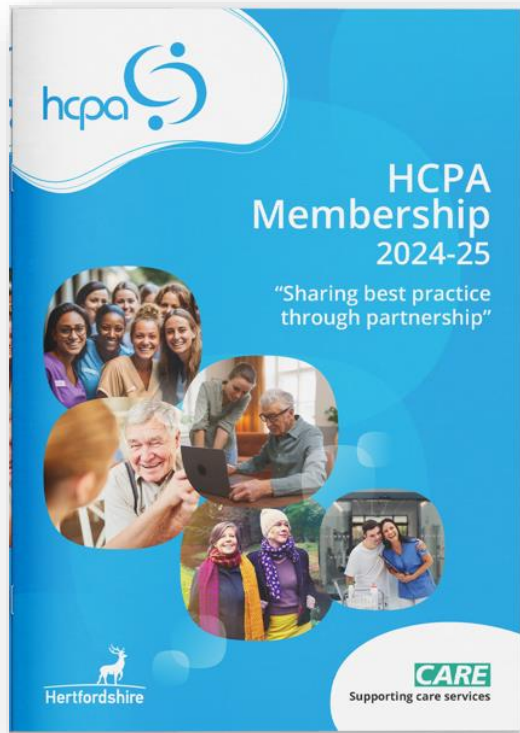# HCPA e-news

Stay up to date with HCPA e-news
- *Commissioning opportunities and tender information*
- *Education and support for regulation and inspection*
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A catalogue of designed brochures and toolkits

Resource Library (Formally Member Zone) – Quick Links

Events

- HCPA Network Events
- HCPA Service Specific Manager Forums (Online)
- Topic Specific Webinars
- HCPA Topic Specific Study Days (New for 2024)
- Partner Study Sessions including, Fire Safety, Tender Bid sessions, HR
- The Hertfordshire Care Awards (Launching May 2024)

Visit www.hcpa.info/upcoming-training/

As a membership organisation we partner with leading businesses to support you in all your business needs. As a member you have exclusive access to...

- Legal advice - 15% off Ridouts headline prices
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- Preferred rates to join Peninsula Business Services, assisting with HR and Health and Safety
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- apetito, Underwoods Consulting, Fos.net, Overseas Immigration, Specsavers Home Services

Strategic partners: www.hcpa.info/in-partnership

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Hertfordshire Care Providers Association

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Springup PR

Who is Springup PR?

Springup PR help care providers get more enquiries from private families via data-driven PR and digital marketing strategies to help fill bed vacancies faster.

They have worked with dozens of care homes and care providers, from large groups to individual homes.

> **"**
>
> Brookdale Care has worked with Springup PR for two years. Throughout this time we have been impressed with Springup PR's knowledge of the care sector and their ability to identify subject matter of interest to the public.
>
> Lesa Walton | Managing Director, Brookdale Care
>
> **"**

To register your interest please visit hcpa.info/in-partnership

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Feedback

Webinar evaluation form