

Caring for Care Staff: Your role as a Supportive Employer



Sharon Davies OBE

CEO

Hertfordshire Care Providers Association



Housekeeping



Please keep your mobiles on silent during the presentations



Exits



No planned fire drills



Comfort Break



What do you hope to get from today's event?

Today's Event



Changes to employment law



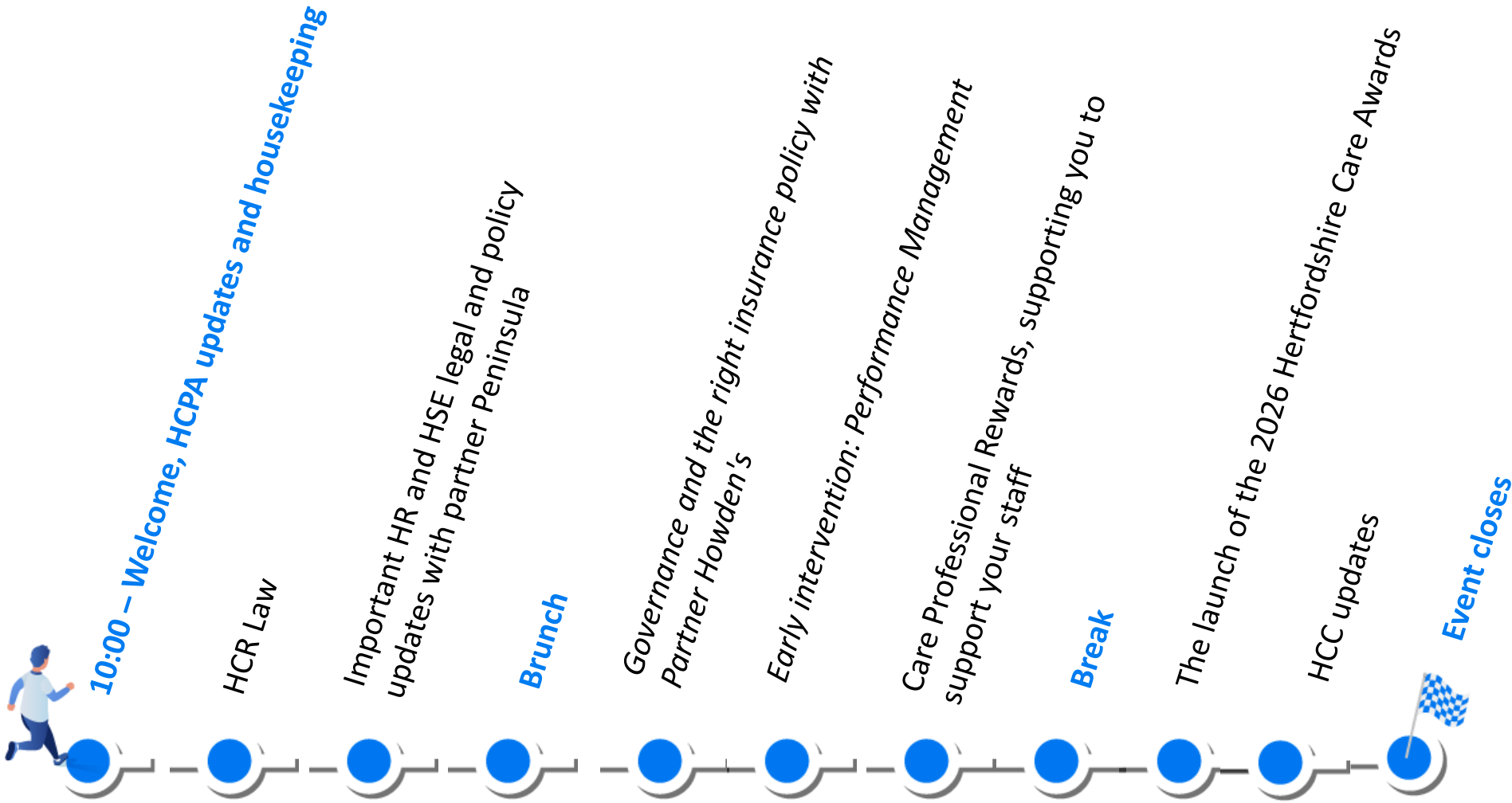
**Having the right insurance
policy**



**Early Intervention,
performance management**



Agenda



Welcome to Caring for Care Staff: Your Role as Supportive Employers

Today's session...

- Give your staff competence, and confidence
- Value your leaders and train them well
- Create a culture of wellbeing and growth

But first, a quick dip-stick test...





How many care staff do you have qualified to a level 2 standard?



How many senior care staff do you have qualified to a level 3 standard?



How many senior staff do you hope to qualify to level 3 in the next 12 months?

Adult Social Care Learning & Development Support Scheme

- Eligible adult social care (ASC) employers can claim varying levels of reimbursement from this fund, for spend on upskilling the adult social care workforce
- The fund allows ASC employers to receive **direct reimbursement through a digital online claims service**.
- Backed by significant funding enabling the sector to access more funded learning and development places
- **Providers can claim back up to £400,000 per year**

<https://www.gov.uk/government/publications/care-workforce-pathway-for-adult-social-care>



Adult Social Care Workforce Pathway

The care workforce pathway is a new career structure for the adult social care workforce.

The pathway was launched in January 2024, covering 4 direct care role categories. Four more role categories were added in April 2025.

The 8 role categories are now:

- new to care
- care or support worker
- enhanced care worker
- personal assistant
- supervisor or leader
- practice leader
- deputy manager
- registered manager



Step-by-step guide to accessing LDSS funding

Create an account on the claims service:

1. Check that you're eligible to claim by referring to the [guidance](#).

Don't forget to ensure that your organisation has an up-to-date [ASC-WDS account!](#)

2. Sign up by completing an [onboarding form](#)

3. You will be contacted by the NHSBSA to book an onboarding appointment

4. Attend your onboarding appointment, where the NHSBSA team will support you to set up an account

Claim funding:

You're ready to claim!

Training courses:
Claim within 3 months of course completion

Qualifications:
Claim 60% reimbursement within 3 months of the qualification being started/paid for (whichever is the later date), then claim the remaining 40% within 3 months of completion

Plan and book training:

1. Identify and discuss learning and development needs across your organisation and plan requirements for the year

2. Browse the list of [eligible training courses and qualifications](#), and book and pay for training courses and qualifications that fit your needs. You may wish to refer to the list of training providers approved by the [Quality Assured Care Learning Service](#). Keep hold of evidence needed to claim.

Invest in your team development

The Level 2 Adult Social Care Certificate is an ideal next step for care staff who have completed a thorough induction and have at least six months of experience in the care sector.

The qualification is designed to develop the knowledge and skills necessary for working in adult social care settings.

Upcoming enrolments: **6th Nov 2025 / 20th Jan 2026/ 4th Mar 2026**

Level 3 Certificate in Understanding the Care and Management of Diabetes

For Care professionals to develop enhanced understanding of diabetes care, empowering staff to manage risks and improve outcomes.

Starting: 8th December 2025

Level 5 Award in Understanding Digital Leadership in Adult Social Care

For senior staff and managers to lead service innovation and drive digital transformation, improve efficiency, and future-proof care delivery.

Starting: 11th December 2025



Can be fully reimbursed through the LDSS fund



Invest in your team development

Leadership: INSPIRE Programme

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



Leadership: Cultural Transformation Programme

- *Understanding Workplace Culture*



Can be fully reimbursed through the LDSS fund





Level 2 Adult Social Care Certificate

- The Level 2 Adult Social Care Certificate is part of the commitment to recognising our care workforce for the professional career it is.
- Currently over 50% of the workforce do not hold an accredited qualification, but the sector is filled with experienced and committed colleagues who deserve to be acknowledged for the skilled care they provide.
- The aim is that the Level 2 Adult Social Care Certificate will provide a route for thousands of staff to gain a recognised qualification, reaffirming care work as a career, and helping to promote recruitment and retain talent.

Invest in your team development

Coming soon...

- Oliver McGowan Mandatory Training in Learning Disabilities & Autism (expected autumn 2025)
- Level 3 Award in Supporting Individuals with Learning Disabilities
- Level 3 Certificate in Understanding Autism
- Level 3 Certificate in Understanding Mental Health

- New Level 3 qualification in Adult Care (currently in review, expected to replace the Level 3 Diploma)



Can be fully reimbursed through the LDSS fund



The Skill Survey and what it tells us...

Skills for Care 'State of the Sector and Workforce' report

- Uptake of staff holding a Level 2 qualification has fallen dramatically, dropping to 38%. Apprentices are down by 5% and have dropped by 31% since 2020/1.
- People are more likely to stay in a role if they have qualifications and high-quality training. With more skills needed the sector will want L3.
- Career progression – use the workforce Strategy and Fair Pay agreement will link to this

Barriers to investment in skills development

- 48.1% of providers reported there are barriers in the sector stopping investment in skill development. [GOV.UK](#)
- Top reported barriers: cost of training (81.8%), time for training (55.9%), access to training (36.7%), high turnover disrupting continuity in skill development (19.1%). [GOV.UK](#)
- The FPA consultation notes that training and development opportunities (alongside pay and terms) will be part of what the agreement can cover. [GOV.UK+1](#)
- Thus, investing in skills development links directly to broader workforce sustainability, retention and improved care outcomes — all drivers behind the FPA.



Linking the Skills Survey to Fair Pay Agreement

Skills Survey Extract (DHSC, Sept 2025)

- “48% said there are barriers in the sector that stop investment in skills development.”
- “97% said skills are very or somewhat important when promoting staff.”
- “73% expect their organisation’s skills needs to change in the next five years.”
- “Cost and time are major barriers to skill development.”
- “Employers reported impacts of skills gaps on quality of care and retention.”

Fair Pay Agreement Link (DHSC Consultation, 2024)

- FPA scope includes *training opportunities and career progression* as part of workforce terms.
- FPA seeks to professionalise care and recognise progression pathways.
- FPA designed to create sustainable, future-proof workforce models.
- FPA aims to improve pay/conditions so employers can invest more in training.
- FPA rationale: better pay, training, and recognition improve retention and quality.



e-learning

There is a multi-agency agreement and guidance which has been agreed by HCPA, HCC Learning & Development, HCC Monitoring and NHS Quality Monitoring.

Highlights of this Guidance

If using e-learning, you will need to be able to explain **why** and **how** you have use this.

e-learning is part of a blend of training interventions and should **always** be followed by supervision with a person who is competent in the subject area and able to ask appropriate questions. It should absolutely be linked to competencies and supervisors should always **observe practice**.

It is always good practice in supervisions to discuss and record any training the Care professional has undertaken.

Training staff should **never be a tick box exercise**. This is an increasing issue of concern to monitoring officers and quality inspectors and is causing some providers to fall below expectations at inspections.

Care Provider e-learning Guidance
Hertfordshire Best Practice guidance for the use of e-learning

Hertfordshire hcpa

- e-learning should **not** be a replacement for face-to-face training provided by an approved trainer.
- e-learning is **never** a sufficient or satisfactory means for induction training.

- e-learning **may** be useful when you have identified a gap in knowledge (perhaps through supervision) and there is no other suitable training available.
- e-learning **may** be used as a temporary measure (you will need to show a training plan of when the person is booked onto face to face training).

- e-learning **can** be used to prepare someone for training (e.g. to provide a general awareness of a subject prior to undertaking higher level training, or to increase confidence because they may feel "out of their depth" in the training session e.g. if English is not their first language).
- e-learning **can** be used as an assessment of learning once face to face training has been undertaken. A test will provide you with a written assessment.
- e-learning **can** be used as a refresher for some subjects, however never for subjects which require a practical element.

If using e-learning, you will need to be able to explain **why** and **how** you have used this. e-learning is part of a blend of training interventions and should **always** be followed by supervision with a person who is competent in the subject area and able to ask appropriate questions. It should absolutely be linked to competencies and supervisors should always **observe practice**.

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The Care Academy
Do your staff need **easy, safe** tracking of all training **certificates**? Staff can sign up to The Care Academy individually, or as a Company you can get your own **Provider Portal** to store and track your team's training. Visit careprofessional.co.uk

You ask, we will deliver...

HCPA and sister organisation Care Professional Academy (CPA) can support you with all your training needs, alongside HCPA's fully funded training offer, CPA can also support you with:

- Training courses, delivered at your place of business
- Small- or large-scale group sessions on a variety of subjects
- Leadership, Cultural Transformation & Oliver McGowan (Refundable through LDSS)

With onsite training we can deliver straight to your door at a time that is convenient to you.

You can rest assured you will be getting the **excellent, award winning standard of training through CPA, which has become synonymous with HCPA and its trainers.**

For more information on HCPA's onsite training offer, please speak to the Education Team at their stand. Assistance@hcpa.co.uk



Well – led and Supportive Employers



Laura Shelton, Partner – Healthcare Regulatory

Stephenie Malone, Legal Director – Healthcare Employment

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Empowering healthcare

By simplifying the complex



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HCR Healthcare – Who are we?



- Specialist lawyers to Health and Social Care Sector
- Full multidisciplinary team
- Corporate, Real Estate, Employment, Regulatory in core healthcare team
- Wider support from OVP Team, Commercial, Tech, Immigration
- Longstanding relationship with HCPA

HCR Healthcare Regulatory

- Ratings, FAC's, Rating Review, JR
- Enforcement – Civil and Criminal, NoP, NoD, urgent conditions
- Funding- Uplifts, Debt Recovery, contract management (embargoes)
- Serious Incidents – Safeguarding, Inquests, Crisis Management

Well Led and Supportive Employers

- Duties under CQC Regulations 17 & 18
- Safer Staffing
- Competently trained staff
- Difficult Conversations



What Does "Well-Led" Mean in the CQC Context?

- CQC's **Well-Led** domain evaluates leadership, governance, and culture
- Key aspects include:
 - Effective leadership at all levels.
 - A clear vision, values, and culture that supports high-quality care.
 - Transparent systems for accountability and improvement
- Regulation in full and Guidance on CQC website
- Underpins all inspection and enforcement activity



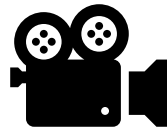
Regulation 17: Good Governance – What You Need to Know

- Regulation 17 focuses on effective governance structures and systems
- Requires providers to:
 - Ensure appropriate oversight and management.
 - Regularly assess and improve the quality of care.
 - Be proactive in identifying risks and mitigating them
- How does your governance help support staff and improve care outcomes?



Regulation 18: Staffing – Ensuring Safe and Effective Workforce Management

- Regulation 18 ensures staffing levels are adequate and staff are competent, supported, and trained.
- Key elements:
 - Sufficient numbers of qualified, skilled, and experienced staff.
 - Effective recruitment, retention, and training systems.
 - Ongoing staff development and supervision.
- **Practical Considerations:** Job and person specifications, objective setting and appraisals





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Developing Effective Staff Supervision and Training Systems (Regulation 18)

- Regulation 18 emphasizes the need for proper supervision and training systems.
- Key points for effective supervision:
 - Tailored training that addresses both mandatory and individual development needs
 - Clear supervision frameworks with regular check-ins
 - Creating a culture of learning and continuous improvement.
- **Practical Considerations:** Training requirements and probationary periods

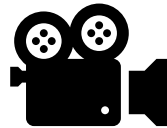




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Supporting Employees: Provider's Role in Well-Being and Retention

- Provider responsibility to foster an environment of trust and support
- Key strategies for supporting employees:
 - Clear communication and regular feedback.
 - Access to training and career development opportunities.
 - Creating a culture of recognition and well-being
- **Practical Considerations:** Dealing with difficult conversations





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Building an Effective Culture Through Well-Led Leadership

- Effective leaders set the tone for the culture of the service
- Key aspects of a positive culture:
 - Shared values aligned with patient-centred care.
 - Open communication and transparency.
 - Encouraging innovation and a focus on continuous improvement



Achieving "Well-Led" in Practice: How to Align with CQC Standards

- Strategies to ensure compliance with CQC's **Well-Led** domain:
 - Regular leadership reviews and audits
 - Establishment of robust performance management systems
 - Staff empowerment through ongoing support and feedback
 - Clear and transparent disciplinary processes
- **Practical Considerations:** Dealing with disciplinary action in a well-led fashion





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Actionable Takeaways for "Well-Led" Leadership as Supportive Employers



- Ensure strong governance and accountability (Regulation 17)
- Focus on training, supervision, and support (Regulation 18)
- Develop a leadership approach that prioritises staff well-being
 - Encourage feedback
 - Use data effectively
 - Promote staff involvement in designing quality assurance processes

**Thank you
for listening**



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Empowering healthcare

By simplifying the complex



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Jay Smy

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Please submit any questions that might occur to you as Nick and Jay speak here:

The Last Twelve Months



Neonatal Care Leave and Pay (Effective April 2025)

- Parents of babies needing neonatal hospital care now have a right to up to 12 weeks of paid leave, on top of maternity/paternity entitlements.
- Available from day one of employment.
- Employers must update policies and train managers to handle these sensitive requests appropriately.

Flexible Working (Effective April 2025)

Employees have a day-one right to make a Statutory Request for Flexible Working. Employers must accept reasonable, timely requests except where they are prohibited by one of eight qualifying criteria.

Protection from Sexual Harassment (Effective October 2024)

“Employers now have a duty to anticipate when sexual harassment may occur and take reasonable steps to prevent it. If sexual harassment has taken place, an employer should take action to stop it from happening again. This sends a clear signal to all employers that they must take reasonable preventative steps against sexual harassment, encourage cultural change where necessary, and reduce the likelihood of sexual harassment occurring.”

UK Government October 2024

Directors of Companies must prove their identity to Companies House.

In an attempt to reduce fraud and boost transparency, the UK Government have now made it a legal requirement for company directors, secretaries, authorised agents, and persons with significant control to confirm their identity by November 18th 2025. Failure to do so will limit access to file papers, set up new companies and act as an authorised agent for others so it is important that you do so before that date. Find out more on the [gov.uk](https://www.gov.uk) website.

The Next Twelve Months - Changes as the Employment Rights Bill receives Royal Assent (or soon afterwards)



Trade Unions: Repeal the Strikes (Minimum Service Levels) Act 2023

“To remove restrictions on the right to strike and to improve industrial relations by giving trade unions the freedom to organise, represent and negotiate on behalf of their workers. Specifically, this would remove the power to set minimum service levels in specific sectors during strike action through regulations.”

UK Government October 2024

Trade Unions: Repeal the majority of Trade Union Act 2016

- Ballot thresholds: The 50% minimum turnout requirement for industrial action ballots will be removed, and the additional 40% support threshold for "important public services" will also be repealed.
- Industrial action notices: The length of the notice period that trade unions must give employers before taking industrial action will be reduced (currently 7 days before a ballot and 14 days before industrial action).
- Ballot information: Unions will have to provide less information on ballot papers.
- Mandate period: The period for which a successful ballot mandate remains valid (currently 6-9 months) will be increased.
- Picket supervisors: The requirement for a picket supervisor will be removed.
- Check-off: The restriction on collecting union subscriptions by check-off in the public sector will be reversed.
- Political fund opt-in: The requirement to "opt-in" for political contributions will be reversed, reinstating the "opt-out" procedure.

Protections against dismissal for taking industrial action

Removes the current 12-week limit on immunity from dismissal for striking and introduces a new right not to be subjected to detriment (being treated unfavourably) by an employer for taking protected industrial action.

The Next Twelve Months - Changes in April 2026



National Minimum Wage Estimates 2026

	NMW rate from 1 April 2025 (£)	Annual increase (£)	Annual increase (per cent)
National Living Wage (21 and over)	£12.21	£0.77	6.7
18-20 Year Old Rate	£10	£1.40	16.3
16-17 Year Old Rate	£7.55	£1.15	18
Apprentice Rate	£7.55	£1.15	18
Accommodation Offset	£10.66	£0.67	6.7

“Our central estimate is that an NLW increase to £12.71 (4.1%) would ensure the NLW does not fall below two-thirds of median earnings. However, predicting this figure is challenging, so we project a range around our central estimate which runs from £12.55 to £12.86.”

UK Government August 2025

Trade unions

- Simplifying trade union recognition process
- Electronic balloting

Sick pay

- Right to Statutory Sick Pay (SSP) from day one of sickness, rather than day four, and from the start of employment
- Removal of the Lower Earnings Limit (currently £125 per week on average) so all eligible employees and workers, regardless of earnings, will have access to SSP
- Employees to be paid SSP at a rate of 80% of their normal weekly earnings, or the flat rate, whichever is lower

The Next Twelve Months - Changes in April 2026 (continued)



Collective consultation during redundancy

The maximum period of the collective redundancy protective award will be doubled

Paternity leave

Paternity leave becomes a day-one right (removing the 26 weeks' service requirement)

Unpaid parental leave

Unpaid parental leave becomes a day-one right (removing the one year's service requirement)

Whistleblowing

More explicit definition of whistleblowing protections for workers who make a disclosure relating to workplace sexual harassment, by explicitly stating that such disclosure is a 'qualifying disclosure' and can attract rights under whistleblowing legislation.

Fair Work Agency

The establishment of a new enforcement body, the Fair Work Agency (FWA). The aim is to offer a single place where workers and employees can seek help.

Gender pay gap and menopause action plans

Voluntary requirement for employers with 250+ employees to publish action plans on gender pay gaps and menopause.

The Next Twelve Months - Changes in October 2026



Trade unions

- Strengthen trade unions' rights of access
- New rights and protections for trade union reps
- Extending protections against detriments for taking industrial action.

Fire and rehire

Severely restrict employers' ability to use fire and rehire by a change to the law so that, where employees are dismissed for failing to agree to a variation in their terms of employment, those dismissals will be treated as automatically unfair. There will be a very narrow exception if the employer can show evidence of financial difficulties that would mean the business could not carry on as a going concern without varying the contractual terms.

Tribunals

Extending the time limit to bring tribunal claims from three months to six months.

Sexual harassment

Requiring employers to take "all" reasonable steps to prevent sexual harassment.

Please note, this is a further change in addition to the changes under the Worker Protection (Amendment of Equality Act 2010) Act 2023 to take "reasonable steps" to prevent sexual harassment that came into force on 26 October 2024.

Protection from harassment

Introducing a new provision requiring employers to not permit harassment from a third party (such as a client or customer).

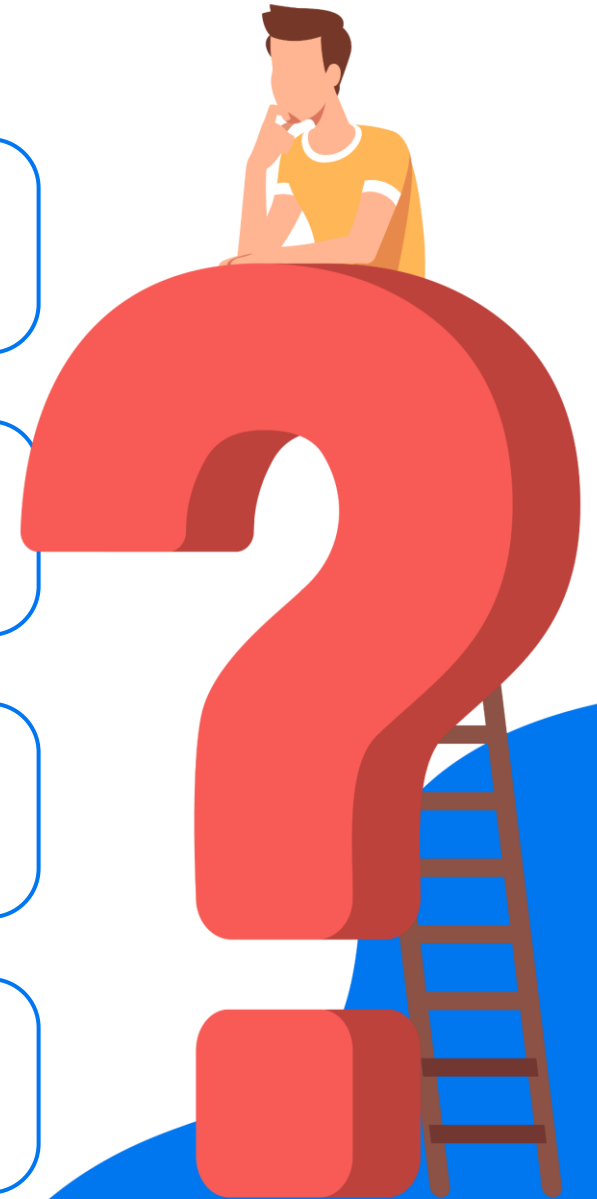
Frequently Asked Questions

Paid breaks (inc homecare driving between appointments and waiting until next appointment in car) – What constitutes a break and what constitutes a split shift?

Driving Tests – My employee has lost their license (or an international license 12-month period has expired), what can I do?

References – What can I ask for? What can I write in response and what should I leave out?

DBS – What can be done by my employee before the DBS comes back?





Please submit any questions that might occur to you as Nick and Jay speak here:

Paul O'Hara

Key Account Manager
apetito



An Intro to apetito



Making a real difference

Paul O'Hara – Key Account Manager

Agenda

1. Provider challenges
2. About apetito – our business and core values
3. Trust apetito
4. Commercial Benefits
5. Questions



apetito group

Sales

€1bn globally

Team apetito

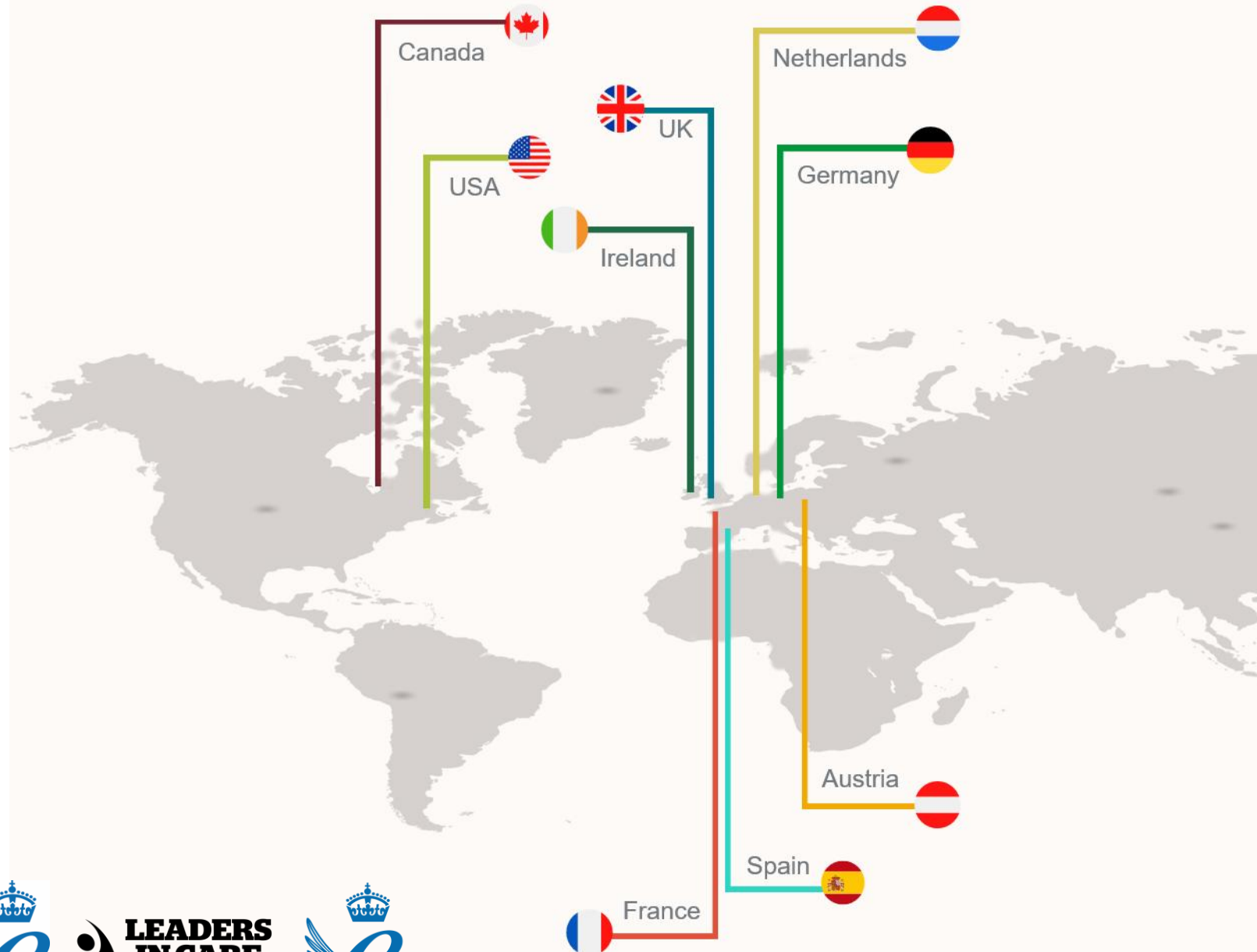
11,500 employees

apetito Growth

22 years of growth

Family Owned

"Success through partnership"



Provider challenges



People



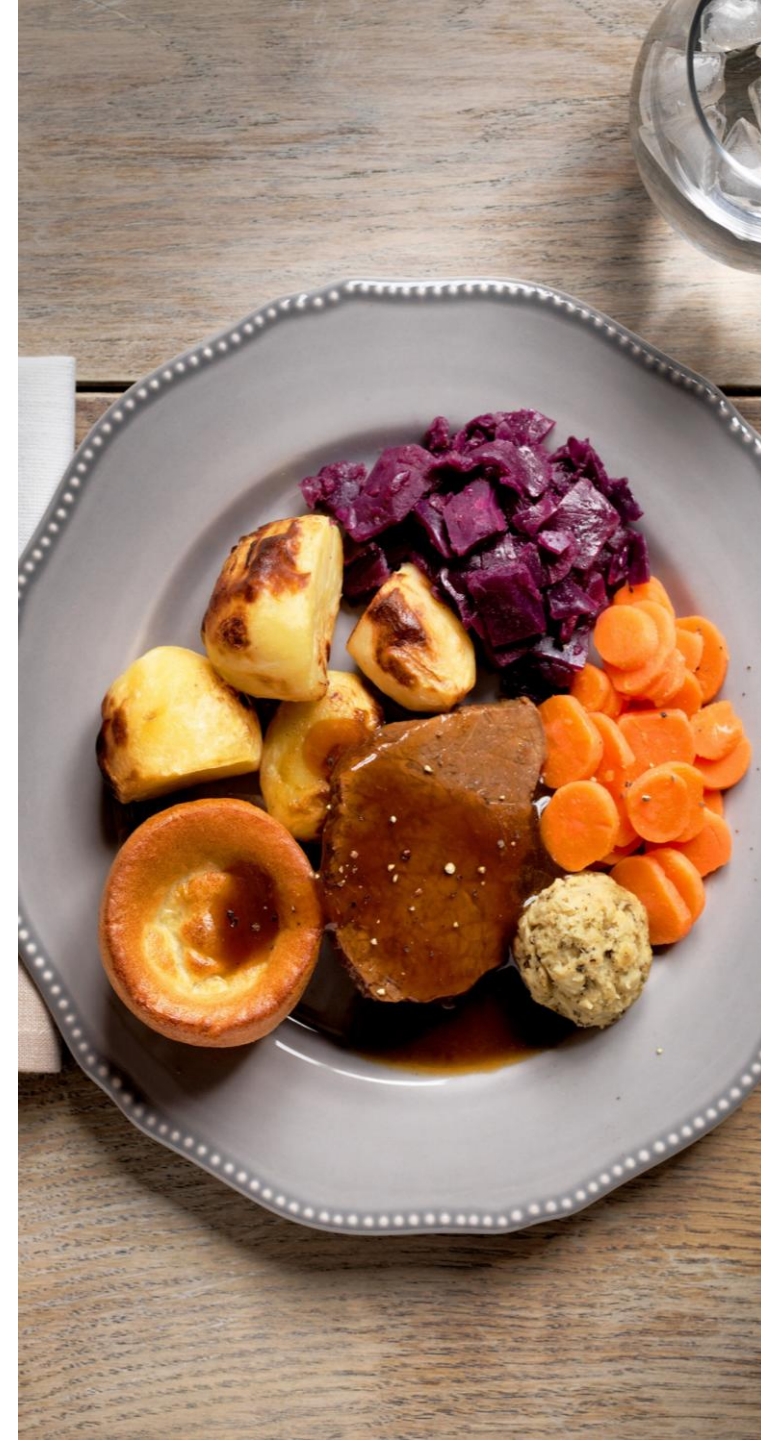
Quality



Risk



Costs



What we do



Care Homes & Villages



Nurseries



Schools



Community Meals



Healthcare



Wiltshire Farm Foods



Manufacturing



Customer Service



NPD



Specialist Nutrition



Laboratory

Enhancing health & well-being

Full IDDSI Range

Energy Dense

Allergen Free

Reduced Sugar

Vegan & vegetarian

Healthier Choice

Cultural Range

Finger Foods



Level 3
Liquidised



Level 4
Puree



Level 5
Minced & Moist



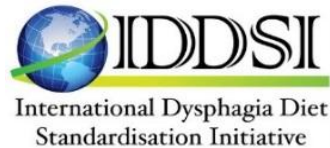
Level 6
Soft & Bite-Sized



Cultural Meals



Finger Food Bites



Ethical & sustainable



Since installing *solar panels* at our head office, our production and distribution system is becoming more and more *sustainable*.



Solar energy has saved the equivalent of 297.5 average UK household's annual electricity use.



The *electricity generated* has allowed us to save the equivalent of 488.3 tonnes of CO2 emissions.



Our *solar panels* have offset the equivalent of planting 2484 trees since installed.

Passion for service

When partnering with *apetito* you receive a dedicated Client Development Manager and Customer Service Advisor and have access to in-house Nutritionist and Dietetic support



Stephen Cooke
Your dedicated CDM



Christine Berry
CS Manager



Caitlin Kitson ANutr
CH Nutritionist



Emily Stuart RD
apetito Dietician



Budget
Control



Financial
reviews



Tastings
& Menu
reviews



Bespoke
events
Calendar



Culinary
Training



Resident
feedback



Resident
Nutrition



Activities & Theme Days

Themed menus



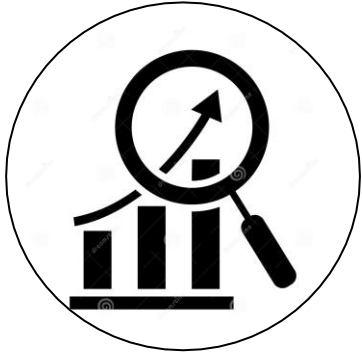
The Grand World Tour!

A month at the movies!

Tastings Days



Commercial Benefits



Why apetito?

Experts in
food for the
care sector

Over 250
dishes

Delicious &
nutritious
food
everyday

Award
winning
special
diets range

Tailored
partnership
approach

Food waste
reduction

Cost
effective
kitchen
model

Food safety
guaranteed

Book a Free Costing & Tasting Demo Today



apetito

WILTSHIRE
EST. FARM 1991
FOODS

Brunch



Richard Lawson

Senior Account Executive
Howden Health & Social Care

- HCPA – Employment Liability & Claims
-

**Do you have the right
Insurance in place?**

Employers Liability

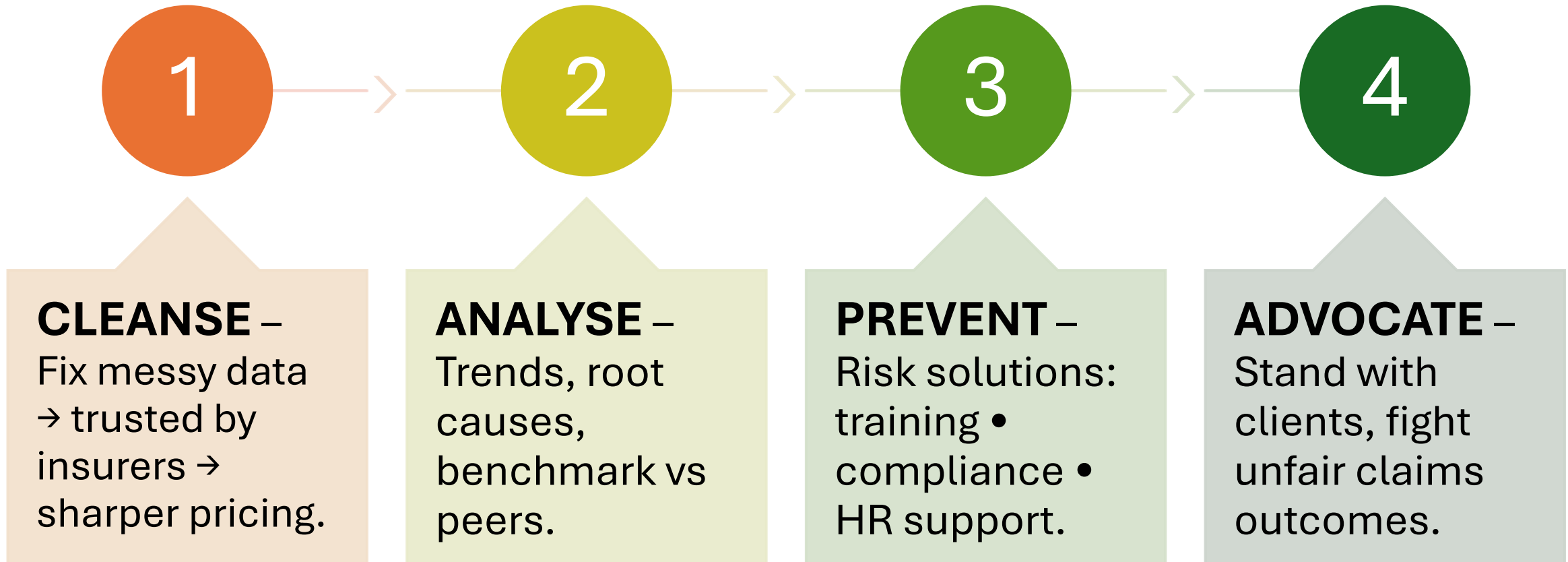
Public Liability/Medical Malpractice

Legal Cover

Management Liability

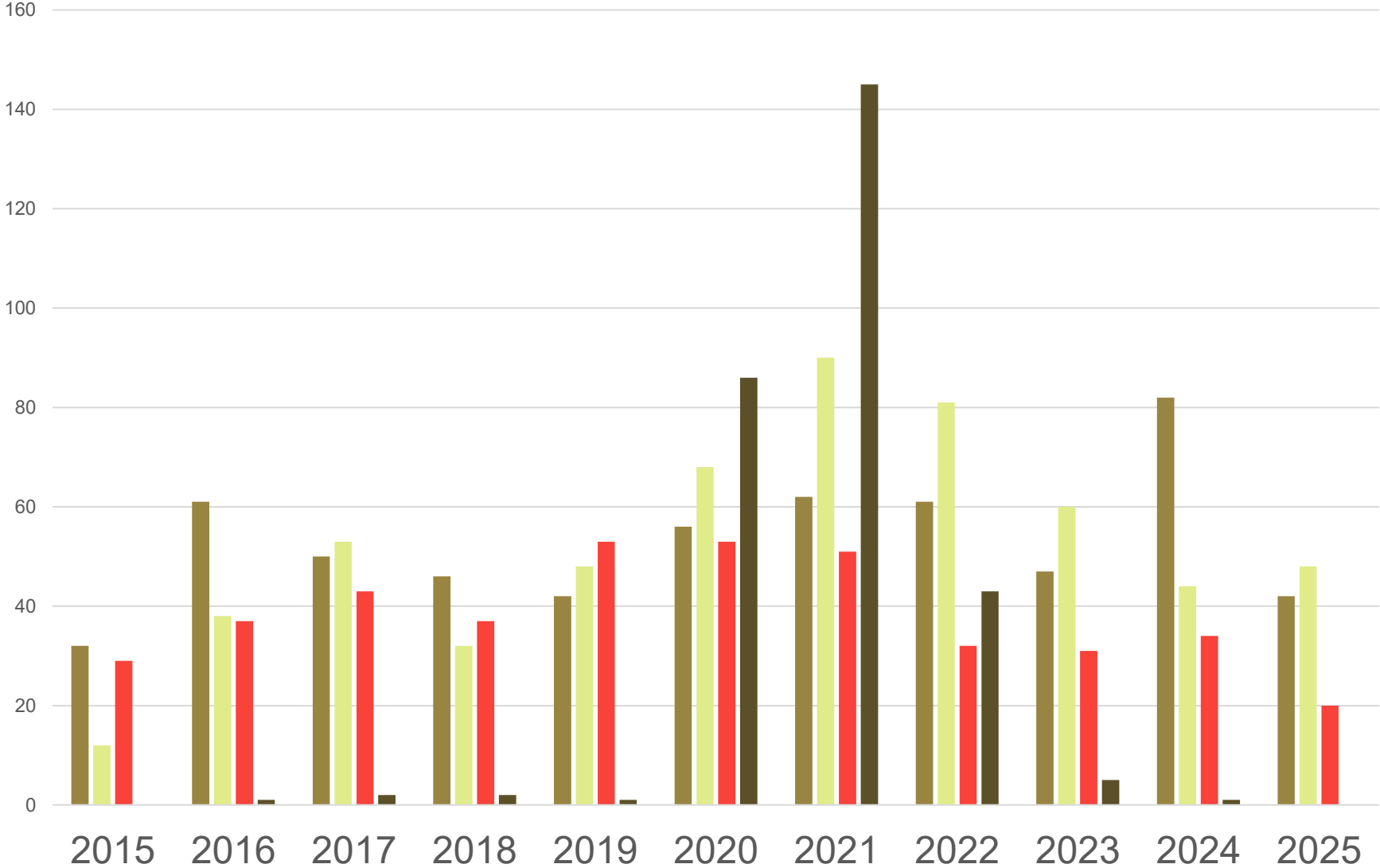
Claims trends & how Howden is different!

The Four Steps that set us apart



👉 **Memory hook: CLEANSE. ANALYSE. PREVENT. ADVOCATE.**

HCPA – Employment Liability & Claims



■ Slips & Trips

• The Client Impact: Lower Premiums, Stronger Compliance



Trusted data

→ CONFIDENCE
with insurers and
STRONGER

position at
Lower risk →
renewal
BETTER



RENEWAL
TERMS &
LOWER
PREMIUMS.



Analytics →
INSIGHT they've
never had.



Advocacy →
Clients feel
SUPPORTED,
not abandoned.



**Risk
mitigation** →
SAFER, MORE
RESILIENT
organisations
with lower risk
profiles.

• HCPA – Employment Liability & Claims

Other brokers: place insurance & react to claims.

Howden:
PROACTIVE,
PREVENTATIVE,
COMPLETE SERVICE.

**Strengthens your
placement**

USP: NO competitor matches this in Health & Care.

**CLEANSE •
ANALYSE •
PREVENT •
ADVOCATE.**

**Health & Care
EXPERTS**

- HCPA – Employment Liability & Claims

Management Liability

Management liability insurance in the UK is a policy that protects company directors, senior managers, and the business

itself from the financial costs of claims arising from alleged wrongful acts. It typically includes Directors and Officers

(D&O) liability, Employment Practices Liability (EPL), and Entity Cover.

Davyd Strahan-Hughes CPBA

Leadership Education Manager

Early Intervention:

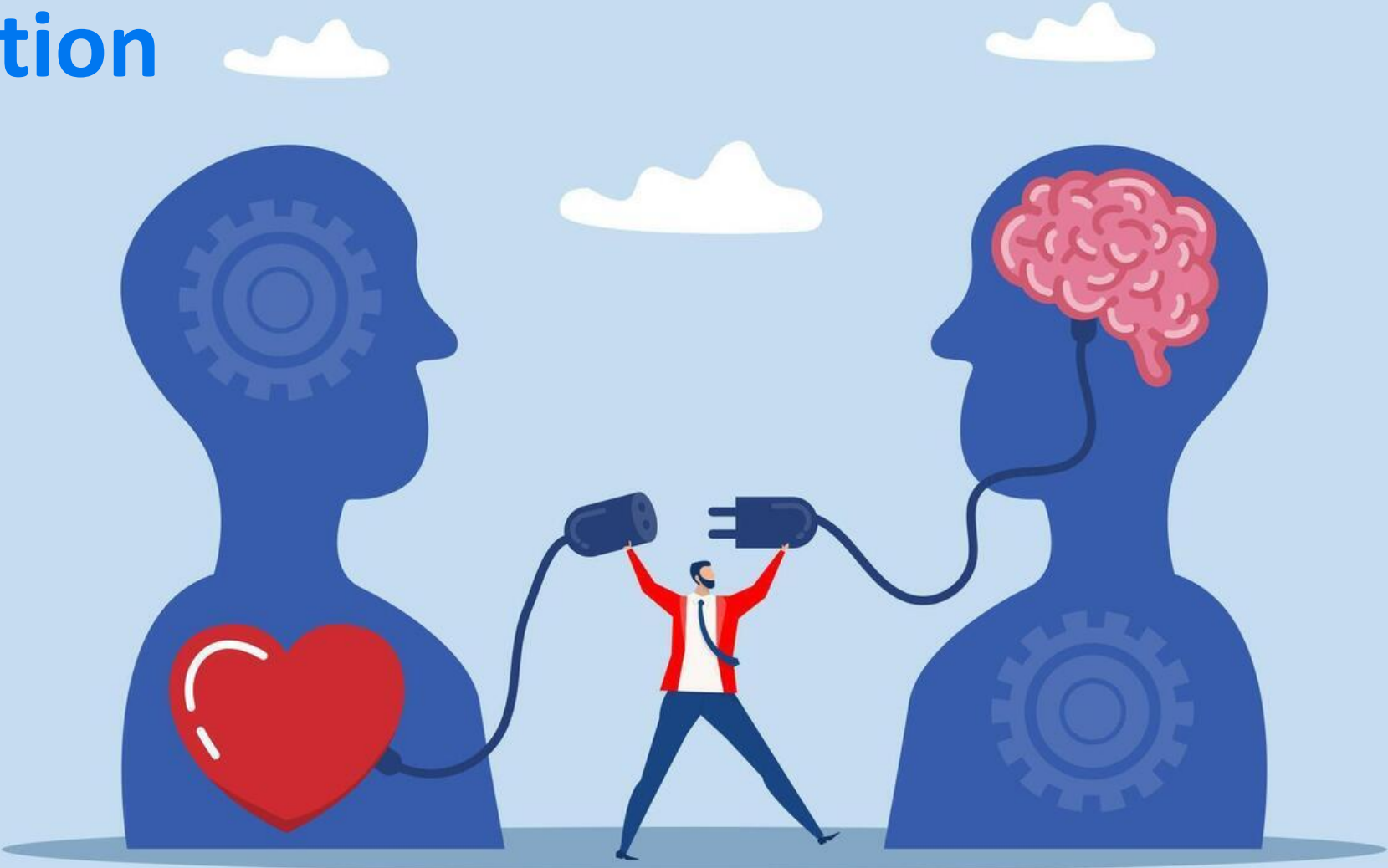
The Human Side of
Performance Management



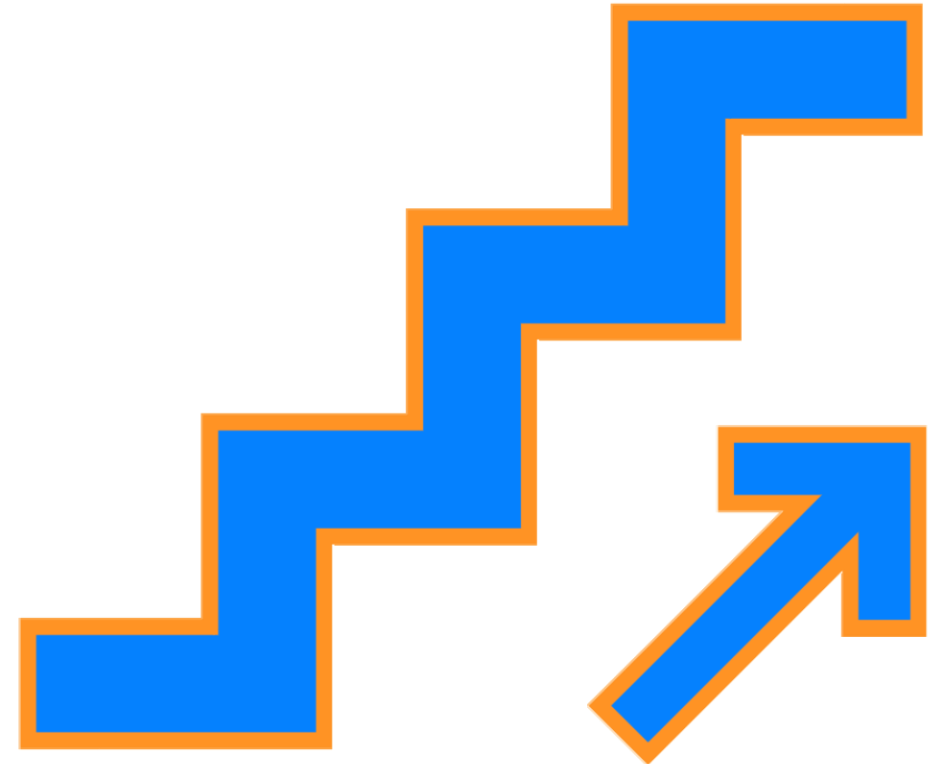
Performance Steps



Why Early Intervention Matters



The Conflict Escalation model



The Danish Centre for Conflict Resolution

Psychological Techniques - TEAM

T – Order & Correctness:

Needs Detail & Process

E – Helping & Protecting:

Needs Reassurance and Belonging

A – Creativity & Uniqueness:

Needs Opportunity & Excitement

M – Achievement & Success:

Needs Feedback & Growth



TEAMology TOOL

Adapt your approach

Quality Lead, was making mistakes due to lack of structure.

Manager reintroduced clear processes and involved them in refining protocols.

Senior Carer, felt sidelined by team changes.

Manager offered mentoring roles and highlighted their contributions.

Engagement Officer, was disengaged by routine tasks.

Manager gave opportunity to design a new project; they launched a creative community café.

Deputy Manager, felt ready to progress but unsupported.

Manager provided stretch tasks, coaching, and a growth plan.



Top Tips & Techniques

According to research from the Centre for Creative Leadership:
“75% of leadership failures are due not to lack of skill, but lack of emotional awareness and adaptability.”

Tip 1: Notice the Micro-Changes

Changes in tone, energy, attendance, social interaction, or appearance.

These are the *first data points* of behaviour.

We know that all behaviour is communication. When someone ‘acts out’, they’re really ‘acting from’ something.

Tip 2: Reflect Before Reacting

Pause before labelling behaviour as “bad”.

Use curiosity instead of judgement.

Ask, ‘What’s changed?’ not ‘What’s wrong?’

Tip 3: The 72-Hour Rule

If something concerns you, speak within three days.

Beyond that, our brain rationalises avoidance — and small issues start recruiting witnesses.

Tip 4: Tailor Your Approach — Leader V Manager / TEAM

Early intervention:

it isn't about
discipline,
it's about
compassion



Putting It Together

- Notice small changes
- Act early, within 72 hours
- Adapt your approach to the person
- Give feedback as corrective, not punitive



"Early intervention defines whether performance conversations build fear, or build people."

"Early intervention defines whether performance conversations build fear, or build people."





Care **Professional** Rewards

P E R K S F O R Y O U

Who am I?

Fliss Jones, Client Success Manager



Who is this?

Sammy the Squirrel



Your All-In-One Benefits Hub

Accessible anytime, anywhere.

Focused on your physical, mental, financial, and emotional wellbeing.

Welcome to Care Professional Rewards

P E R K S F O R Y O U

Endless rewards for Adult Social Care Professionals everywhere! Tell your colleagues & friends all about it & how much you have saved.

Access your instant discounts here!



Employee Discounts

- Discounts at 100's of retailers - **groceries, travel, entertainment, insurance, utilities** and more.
- Exclusive deals with major brands and retailers.
- Available **24/7** via **Care Professional Rewards**
- Reduces financial stress.
- Makes everyday life more affordable.



Employee Assistance Programme (EAP)

- Confidential 24/7 confidential helpline.
- Advice on **legal, financial, family, and personal matters**.
- Support via phone, app, or web.
- Promotes **mental and emotional health**.
- Helps manage stress, anxiety, and personal challenges.



health  assured

Healthcare Cash Plan

With the Care Professional Academy's partner Cash Plan, you can:

- Prioritise and manage your health
- Maximise your earnings by covering unexpected costs
- Reduce financial stress with accessible healthcare benefits



The Wellbeing Centre

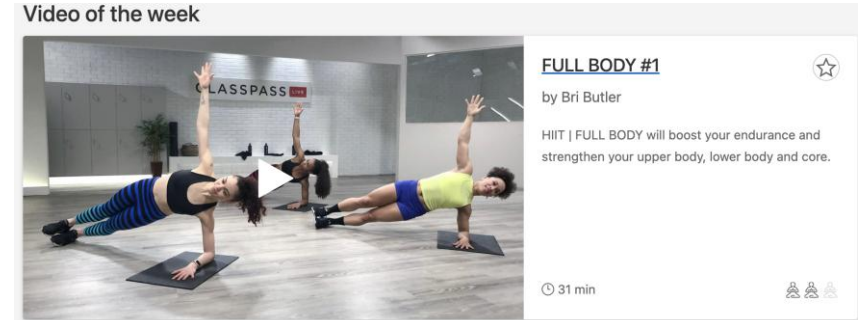
- Access online content and tools to boost your wellbeing.
- Built around 4 key pillars:
Move, Munch, Money & Mind.

Wellbeing Centre



Move

- A selection of the best exercise videos to help you meet your fitness goals provided by Classpass.
- Home workouts - Strength & Toning, Cardio & HIIT and Yoga & Stretching.
- Video routines from beginner to advanced.




Munch

- Healthy recipes and meal planning.
- Supports physical and mental health.


Spicy Meals

Sticky Gochujang Smoked Tofoo Rice Bowl
with Pickled Radish...



🕒 25 min


Spicy Sesame Crusted Duck Breast Salad
with Cucumber...



🕒 35 min


World cuisines

Mediterranean European African Fusion Spanish




Quick and easy recipes

BBQ Beef and Chorizo Quesadillas Rapias...



🕒 20 min

Peri Peri Spiced Chicken Breast Traybake
with Roast Potatoe...

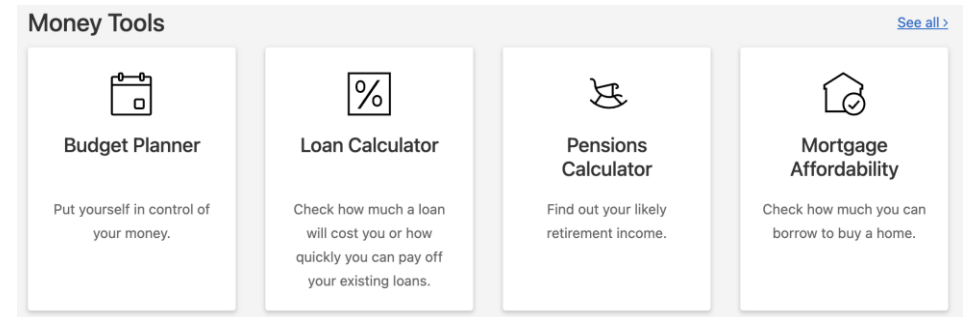
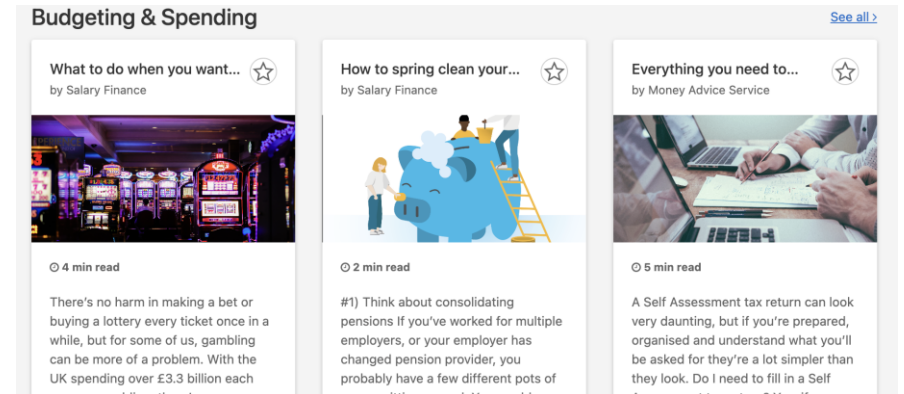


🕒 45 min

Provided by:  **HELLO FRESH**

Money

- Budget planners, debt tools, savings tips.
- Articles on financial wellbeing.
- Reduces anxiety around money.
- Helps with short and long-term planning.



Mind

- A collection of mindfulness audios and tips to reduce stress, increase productivity and help you sleep better

Welcome to Mind

A collection of mindfulness audios and tips to reduce stress, increase productivity and help you sleep better



Meditation

[Crackling Fireplace](#) by Sanctuary



🕒 30 min

[Focusing on the breath](#) by Enda Quealy



🕒 8 min

[Enhancing creativity](#) by Enda Quealy



🕒 12 min

Article of the day



Strategies for stress: walking it off

It might sound too simple to be true, but you can walk off stress. Low to moderate exercise can be very useful for stress management. The...

[Read On >](#)

🕒 1 min

Mortgage Advice

Mortgage advisers are on-hand to give you tailored advice to fit your needs. Working with all the major lenders, they can support you with:

- Understanding mortgage rates
- Bridging finance
- Residential and buy-to-let mortgages
- Remortgaging Secured lending

Sammy says:
"Free mortgage
advice you
can trust."



Gym Discounts

- Savings of up to 25% on gym memberships across the UK!
- Save up to 50% on home & digital fitness
- Access **over 3,700+** different gym and leisure providers across the UK.
- The discount isn't just for you - it extends to your partner too! Perfect for new starters or existing gym members.



epassi
MYGYM
DISCOUNTS



Wellbeing at Work and Home

- Happier, healthier employees are more engaged and productive.
- Wellbeing doesn't stop at 5pm — these benefits support your whole life.
- Your health and happiness are a priority.

Up to 25% on memberships at David Lloyd, Puregym, Virgin Active, Village and many more...

Over 4,000 fitness facilities to choose from across major towns and cities in the UK.

NEW PERK JUST LAUNCHED



My Wallet



Wellbeing Centre



Welcome to

Care Professional Rewards

PERKS FOR YOU

Endless rewards for Adult Social Care Professionals everywhere! Tell your colleagues & friends all about it & how much you have saved.

Access your instant discounts here!



Support for you



Employee Assistance Programme

Healthcare Cash Plan



Westfield Health

Mortgage Advice



Charles Cameron

My Weekly Shop



Check out this week's top offers

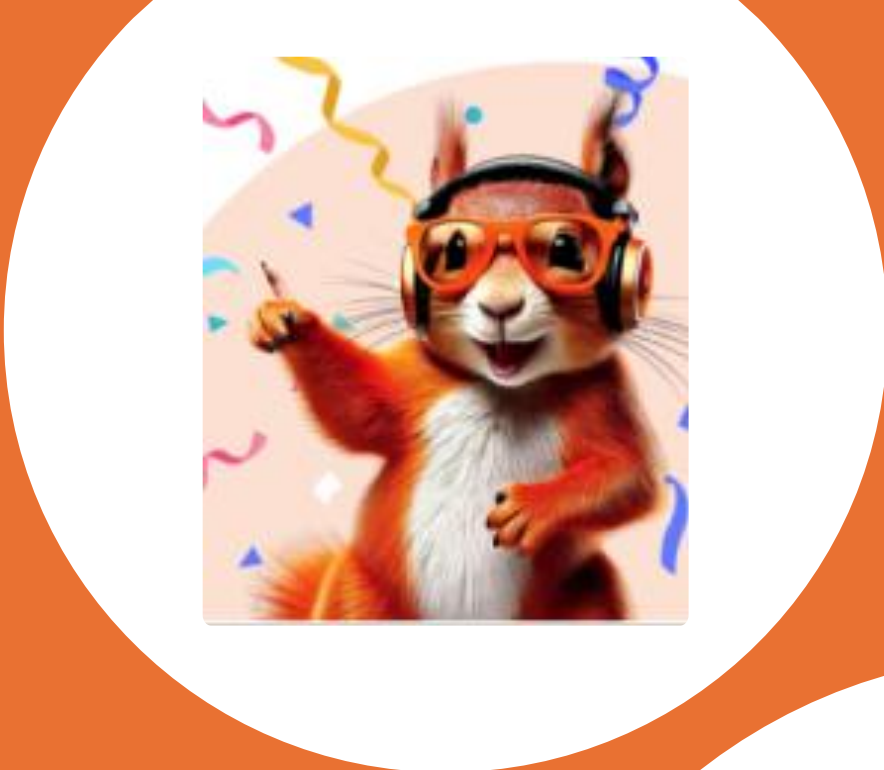
Offers, exclusives & new retailers





Thank You

Care Professional Rewards is here to support **you** — your health, your happiness, and your goals



Care Professional Rewards

PERKS FOR YOU

Wesley Stahan-Hughes

Director of Operations
Hertfordshire Care Providers Association

The
Hertfordshire
Care
Awards

2026

The
Hertfordshire
Care
Awards

2026



Why enter the awards?



1.

Credibility & Recognition

Third-party validation

- Being shortlisted or winning an award serves as independent recognition of your work, boosting your reputation.
- **Trust building:** Awards enhance credibility with clients, partners, and stakeholders.
- **Benchmarking:** Helps validate your care company or performance against industry standards.

2. Marketing & PR Opportunities

- **Media exposure:** Our awards offer press coverage, social media shoutouts, and inclusion in industry publications.
- **Promotional content:** Being able to say “award-winning” in marketing materials improves brand perception.

3.

Talent Attraction & Retention

- **Employer branding:** Awards signal a strong, successful company culture, helping attract top talent.
- **Staff morale:** Recognition boosts internal motivation, pride, and loyalty among employees.

4.

Networking Opportunities

- **Industry visibility:** Awards events bring together key players, offering valuable connections.
- **Partnership potential:** Exposure can lead to new business relationships or collaborations.

5.

Competitive Advantage

- **Differentiation:** Standing out in a crowded market becomes easier with award wins or nominations.
- **Proof of excellence:** Demonstrates leadership, innovation and customer focus - depending on the award criteria.

6.

Feedback & Improvement

- **Expert evaluation:** The entry process includes assessment by judges who provide constructive feedback.
- **Self-assessment:** Preparing an entry forces you to reflect on achievements, metrics, and growth areas.

7.

Business Growth

- **Customer trust:** Potential clients choose award-winning businesses over competitors.
- **Increased custom:** Enhanced visibility and trust can lead to better commercial outcomes.

- Across 6 local newspaper titles
- Online & in-print
- Social media coverage
- Coverage within HCPA newsletters

December 4, 2024
NEWS 21
honoured at awards event



December 4, 2024
are professional



Categories for 2026



Individual Awards

Outstanding Achievement in Homecare

For individual homecare staff who have made a difference and have tailored care specifically for an individual. There must be evidence of great ideas and innovation.

The Compassion Award for Residential Care

For an individual who works in a residential or nursing home setting and has shown outstanding compassion.

Outstanding Achievement in Adult Disability or Mental Health Support

For an individual who works day-to-day supporting a person, or people who live with a learning disability or need mental health support. There must be evidence of great ideas and innovation.

The Care Leadership Award

For a care employee in a leadership position who has proved to be an excellent leader, coach and support to others.

Team Awards

Most Innovative Homecare Team

A whole domiciliary care team or business who have made an outstanding achievement in the last year in relation to innovation and development.

Most Innovative Residential Care Team

A whole residential, nursing or other care team or business who have made an outstanding achievement in the last year in relation to innovation and development.

The Innovation Award for Most Innovative Adult Disability or Mental Health

A whole care team or business who have made an outstanding achievement in the last year in relation to innovation and development.

Mixed Award

The Contribution to Care Award

Open to anyone who you think has made an outstanding achievement in supporting or caring for others in a care setting. Domestic Staff, Kitchen Staff, Volunteers, Handymen, Care – Co-ordinators, Care Staff, whole teams or a business. Anyone can be nominated.

 **The Care Awards are FREE to enter, and you can enter as many categories as you like, but must have a separate nomination for each category.**

What a good application looks like...

A great *Good Care Awards* nomination stands out because it paints a **vivid, heartfelt, and specific** picture of the impact which has been made by the individual, or team being nominated.

It's not just about saying someone is “amazing”, it's about *showing* why, through real examples, outcomes, and personal touches.

Here's a breakdown of what makes a strong nomination:

1. A powerful opening...

Start with a strong first paragraph that captures who the nominee is and why they're special.

Example:

“Joanne isn’t just a care professional; she’s the heartbeat of our team. Her compassion, creativity, and commitment to every resident transform ordinary days into moments of joy and dignity.”

1. Clear evidence and examples...

Use real stories or moments that show how the nominee goes above and beyond. Avoid vague praise; be specific.

Example:

“When one resident with dementia stopped eating, The nominee spent her own time learning about the clients favourite childhood foods and created a memory meal that rekindled their appetite and spirit.”

Tip: Think about:

- Times they went the extra mile
- Innovative ideas or solutions they introduced
- The difference they’ve made to people’s lives

3. Person centred focus...

Highlight how the nominee promotes dignity, choice, and independence - key values in good care.

Example:

“Terry always involves residents in decisions about their routines, from meal planning to garden design, ensuring everyone feels heard and valued.”

4. Outcomes & Impact...

Show measurable or visible results where possible:

- **Improved wellbeing or confidence**
- **Positive feedback from families**
- **Better teamwork or morale**

Example:

“Since Maria started leading reminiscence sessions, residents’ engagement has doubled, and family members regularly comment on how animated their loved ones have become.”

5. Passion & Values...

Link their actions to the 6C's of good care — Care, Compassion, Competence, Communication, Courage and Commitment

Example:

“What sets the team apart is their unwavering, collective belief that everyone deserves to feel seen and valued, no matter their circumstances.”

6. A strong closing statement...

End with a heartfelt summary that references why they deserve recognition

Example:

“In every sense, Emma embodies what outstanding care should be , kind, innovative, and deeply human. She doesn’t just provide care; she changes lives”

Top tips for writing a winning nomination...

1. Always read the criteria thoroughly
2. Keep referring back to the criteria to stay on point
3. Give as much clear, factual information as you can, using examples
4. Keep to the maximum word count
5. Use the opportunity to add supporting information, images and testimonials
6. Enjoy the process

This could
be you...

Winner:
2024 Care
Awards



Anchusa Care, Winner, Most Innovative Homecare Team 2024

The 2026 Awards Dates for the diary...

- **Launch for nominations: Today!**
- **Nomination deadline: 9th February 2026**
- **Judging begins: 2nd March 2026**
- **Finalist filming: 20th April 2026**
- **The Awards presentation evening: 26th June 2026**

Party!



The 2026 Awards Night

26th June 2026

Hunton Park, Hertfordshire

Oh, what a night!

- A glittering event, with a sit-down gala dinner
- World class entertainment
- Fun games with the opportunity to win prizes
- Raising money to support the Care Workers Charity
- The coveted Awards presentation



The
Hertfordshire
Care
Awards

2026



Website live to download nomination forms today @ 5pm

For all important industry and HCPA updates ensure you are receiving the HCPA weekly e-news.

Follow us on social media @HCPAltd



**Grab a coffee and make
a start on that award
winning nomination...**



Helen Maneuf

Interim Executive Director, Adult Care Services
Hertfordshire County Council





Update to Hertfordshire Care Providers Association

Helen Maneuf

Interim Executive Director Adult Care Services

National Picture

Independent commission into Adult Social Care

Overseas care worker recruitment ban comes into force

Providers will no longer be able to source care workers or senior care workers from abroad on skilled worker visas under immigration rule change

by Mithran Samuel on July 22, 2025 in Adults, Social work leaders, Workforce

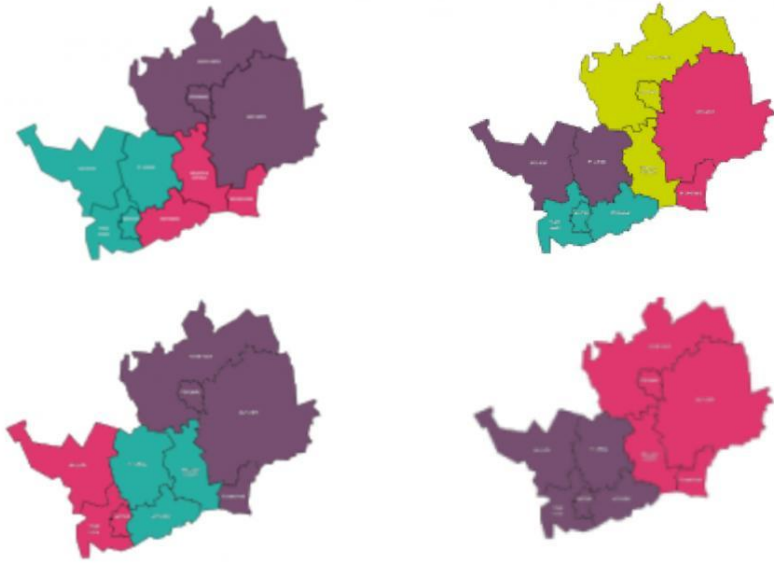


Photo: dgimages/Adobe Stock

Fair Pay Agreement to set minimum pay standards across the sector, helping to make care a valued and sustainable career

Skills for Care 0.47m extra posts required by 2040 nationally to meet the 27% expected increase in population. Diversity of the Hertfordshire workforce increasing

Local Government Reorganisation



Date	Action
16 December 2024	Government published English Devolution White Paper
5 February 2025	Statutory invitation received from government to submit unitary proposals
21 March 2025	Submit interim Local Government Reorganisation proposal
1 May 2025	Hertfordshire County Council Elections
28 November 2025	Submit full Local Government Reorganisation proposal
Spring/Summer 2026	Government decision on preferred unitary council model
May 2027	Elections (Shadow authorities)*
April 2028	Vesting day for new unitary councils

Health Integration

- NHS 10-Year Plan shifts focus to digital, prevention, and community-based care
- Devolves power to local leaders and disbands Integrated Care Partnerships & Healthwatch England
- [The Integrated Care Board](#) will join a new regional cluster

The Integrated Care Programme Team key priorities for 2025/26 include Neighbourhood Health Integration, Integrated Approach to Complex Care, Discharge to Assess/Intermediate Care



Budget 2026/27 – HCC Context

- Budget has been challenging over last few years
- Fair Funding - £50m further gap
- For ACS Care Providers, impact of National Living Wage, Employers National Insurance contributions and inflation
- Uncertainty around National Living Wage increases – timing of announcement

ACS Priorities

- Nursing Care – strategy for enhancing supply
- Dementia Care – skills development
- Carers Strategy
- Accommodation Strategy
- Connect and Prevent

Connect and Prevent workstreams are delivering measurable impact for the people we support
Realising prevention for all, enabling people to live an independent and connected life

Proactive Prevention



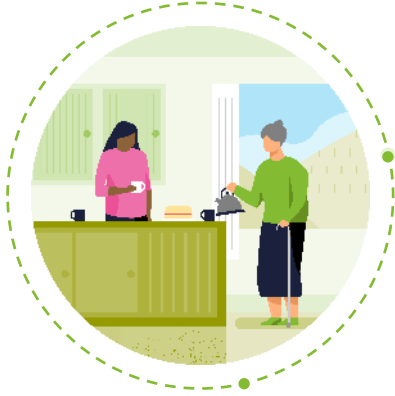
Carers accessing our ‘targeted prevention’ are reporting a resilience improvement of 37%, and a 25% increase in their wellbeing, we are seeing positive impact on carer breakdowns in financial tracking.

Community Connections



6% more assessments are being completed at the front door of ACS, with more people accessing community and voluntary services rather than formal support.

Effective Enablement



23% increase in the number of older people accessing reablement.

 Those who have accessed reablement in areas using our new enablement app on average are enabled over 3 days faster, and 16% more effectively.

Preventative Transitions



A consistent goal-based plan structure, supporting goal setting for people with learning disabilities across 0-25 and ADS being implemented, with 23 young people now working towards structured goals.

Progressive Reviews



We are seeing 24% greater independence after annual reviews for adults with learning disabilities.

 Additionally, 80 people are currently receiving focussed support through a ‘targeted review’.



Monitoring Priorities

- Effectively monitor commissioned services across ACS
- The individuals' voice is at the heart of everything we do
- Promote and monitor Connected Lives
- Build Equality, Equity, Diversity and Inclusion into the monitoring programme
- Support continuous improvement throughout the commissioned market

Our approach to quality monitoring

Our approach to quality monitoring ensures:

- Contracted providers deliver high quality care and support services in Hertfordshire
- Services give people choice and control
- People are confident the care and support they receive will be of high quality and that they will be safe and treated with dignity and respect
- The approach to monitoring and assurance is consistent
- Providers are clear of our expectations toward quality and safety
- We fulfil our Care Act duties to facilitate a diverse, sustainable high-quality market for the whole local population
- Provider Assessment & Market Management Solution (PAMMS) audit/assessment is aligned to the standards in the East of England Contract

Total monitoring activity 2023-24:

	Total PAMMs	Total drop ins	Total QMO	Total Contact
Total All	301	277	285	863

PAMMs Overview

- PAMMS is an online assessment tool used in monitoring visits by ACS Monitoring Officers
- Provides assurances that the terms of the contract are being met and to provide an assessment of the quality of care delivered by commissioned providers of adult social care services.
- Five domains / outcomes
- 16 standards in PAMMs to assess the outcomes

Involvement and Information		Personalised care and support		Safeguarding and Safety		Suitability of Staffing		Quality of Management	
1	Respecting & Involving Service Users	3	Care & Welfare of Service Users	6	Safeguarding People who use the Service from Abuse	11	Requirements Relating to Staff	14	Assessing & Monitoring the Quality of Service provision
2	Consent	4	Meeting Nutritional Needs	7	Cleanliness & Infection Control	12	Suitability of Staffing	15	Complaints
		5	Co-operating with other Providers	8	Management of Medicines	13	Supporting Staff	16	Records
				9	Safety & Suitability of Premises				
				10	Safety, Availability & Suitability of Equipment				

PAMMS Monitoring Themes 2025

- Good evidence in some services that people are respected and involved in their care, but improvements needed in others, with more Mental Health Act Assessments for Capacity and Best Interest decisions
- Most services have good systems in place for infection control
- Managers sometimes stretched and not inducted properly – can lead to poor record keeping and governance
- Care records would benefit from a more detailed picture of the person's day and what they have achieved and enjoyed
- Services would benefit from more auditing and ways to embed learning
- Improvements to risk assessments and follow up actions needed

Q&A



Hertfordshire

HCPA Winter Preparation from November

- ✓ **Comprehensive Winter Preparation Checklist**
- ✓ **New Winter Preparation and Support Resource Website**
- ✓ **Personalised engagement to check your support needs**
- ✓ **Promotion of all non-urgent health support services**
- ✓ **Education focused on deterioration, winter wellbeing activities, and effective winter management practices**
- ✓ **Ongoing Infection Prevention and Control Guidance**



REMINDER

**Get your Flu Vaccination
to keep the people you
support safe**



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



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
- 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'





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