

Capita's National

# Home Care in Scotland Conference

Wednesday 29th September 2010 – Edinburgh

**Chair:** Kenneth Leinster, Head of Community Care and Housing, **South Ayrshire Council**, and Chair, Community Care Standing Committee, **Association of Directors of Social Work (ADSW)**

**Speakers Include:**

**Mike Martin**  
Director  
**Joint Improvement Team**  
and Deputy Director  
**Scottish Government**

**Gloria McLoughlin**  
Deputy Chief Executive  
**Scottish Care**

**Derek Phaup**  
Service Manager Older People's  
Provision  
**East Lothian Council**

**Cllr Paul Edie**  
Convener of Health, Social  
Care and Housing  
**City of Edinburgh Council**

**David Manion**  
Chief Executive  
**AGE Scotland**

**Garry Coutts**  
Convener  
**Scottish Social Services  
Council (SSSC)**  
and Board Chair  
**NHS Highland**

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CONFERENCES



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*"Estimates suggest our older population is going to rise by 21 per cent between 2006 and 2016, and by 62 per cent come 2031. More of the same would mean an extra 23,000 people needing care by 2016"*

**Shona Robison MSP**, Minister for Public Health and Sport  
24th March 2010

Scotland must prepare for a huge rise in the older population over the next twenty years. The Scottish Government's *Reshaping Care for Older People*, launched in March 2010 urges us to consider future care for older people as one of three top national priorities. It is clear that to deliver cost-effective quality of care to all, significant changes in the way we work must be achieved as a matter of urgency.

Capita's National Home Care in Scotland Conference provides delegates with a strategic overview and practical guidance for service delivery. Professionals from health, local government, housing and strategic partnerships have the opportunity to identify and address key challenges facing the sector including:

- Demographic change and **managing an increasing population's expectations of public sector services**
- How to **develop joined-up partnership approaches for efficiency and service user benefit**
- Increasing **re-ablement and the role of assistive technology to improve life chances and living standards and reduce longer term costs**
- Workforce projections and **how to make the quality of frontline care paramount in principle and practice**

**Attend this timely conference** to hear information updates, share ideas and best practice and discuss current developments with an audience of peers. Take away the knowledge and expertise to make a difference for the citizens in your area and to ensure your organisation is implementing the best possible plans for Home Care.

#### Sponsorship and Exhibitor Opportunities

We offer a range of flexible packages which offer your organisation a platform to network and communicate with key organisations in the public sector.

For further information please contact Sarah-Jayne Gardner on 020 7202 0557 or email [sarah-jayne.gardner@capita.co.uk](mailto:sarah-jayne.gardner@capita.co.uk)

#### About us

Capita Conferences is one of the UK's leading conference providers to the public sector. For over 15 years we have attracted diverse and cross-cutting audiences from across the police, education, central and local government, health and the voluntary sector to our events. We provide neutral forums for learning as well as excellent networking opportunities and the chance to provide feedback on policy direct to the highest levels. We pride ourselves on our thoroughly researched, incisive programmes and have secured speakers including leading politicians, Government ministers, senior civil servants, directors of charities, expert practitioners and renowned academics. We have built our reputation by working in partnership with, and on the advice of, key government departments, experts and pressure groups.

#### Benefits of Attending

- Hear an **update from the Scottish Government on policy and strategy for Home Care**
- Take away ideas on how you can **manage citizen expectations and organisational change**
- Understand how to **improve person-centred service delivery through integrated working**
- Learn how **assistive technology** can contribute to **service innovation**
- **Explore the evolving re-ablement agenda** and how it is improving **quality of life**
- Find out how to **better involve service users and support the Home Care workforce**
- Discuss **practical measures to protect adults** in the Home Care context



#### Who Should Attend

Professionals in health, local government, housing and strategic partnerships including:

- Chief Executives
- Transformation, Modernisation and Change Teams
- Performance and Resources Teams
- Standards and Quality Teams
- Social Work Teams
- Adult Care Teams
- Older People's Teams
- Disabled People's Teams
- Intermediate Care Teams
- Home Care Teams
- Floating Support Teams
- Extra Care Teams
- Care and Repair Teams
- Community Care Teams
- Long Term Conditions Teams
- Independent Living Leads
- Personalisation Leads
- Direct Payments Leads
- Commissioning Leads
- Assisted Living and Telecare Leads
- Allied Health Professionals and Rehabilitation Teams
- HR and Workforce Development Teams
- Community Health Partnerships
- Adult Protection Committees
- Community and Voluntary Sector Providers
- Private Sector Providers

#### Forthcoming Events for 2010

**Disability Equality in Scotland** – 14th September – Edinburgh

**Customer Insight** – 21st September – Central London

**Sheltered Housing** – 23rd September – Central London

#### Capita's event management service

Our event management service offers you the opportunity to tap into the resources and skills of a renowned market leader in the UK conference business. With ten years event management experience, we have a proven track record in co-ordinating a diverse range of events, from breakfast seminars to large-scale national policy conferences. Whether you require a complete package or selected aspects, Capita will tailor its services to meet your organisation's specific requirements. Contact Liz Brownbill on 020 7227 6569 or email [liz.brownbill@capita.co.uk](mailto:liz.brownbill@capita.co.uk)

#### CPD

To receive your certificate of attendance for CPD points please email [capita.conferences@capita.co.uk](mailto:capita.conferences@capita.co.uk) quoting your name, booking reference number and the title of the event.

## Programme

### 09.20 Registration, Tea and Coffee

### 09.40 Chair's Opening Remarks

**Kenneth Leinster**, Head of Community Care and Housing  
**South Ayrshire Council**  
and Chair, Community Care Standing Committee  
**Association of Directors of Social Work (ADSW)**

### 09.50 Opening Address: Setting the Scene

- Challenges of population ageing
- Future demand for long term care
- Home based or institutional care
- Resource implications
- The need to think out of the box and challenge current ways of working

**John Bond**, Prof. of Social Gerontology and Health Services  
Research and NIHR Senior Investigator, Institute of Health and  
Society and Institute for Ageing and Health  
**Newcastle University**

### 10.10 Questions and Discussions

### 10.20 Keynote Address: The Future of Home Care in Scotland

- Policy and strategy update
- Current sector developments
- Funding and efficiency
- Future vision and plans

**Mike Martin**, Director  
**Joint Improvement Team** and  
Deputy Director, **Scottish Government**

### 10.40 Questions and Discussions

### 10.50 Tea and Coffee

### 11.10 Transforming Systems and Services

- Change management and business models
- Balancing home and residential care
- Meeting the challenges of complex care at home, bringing acute services closer to home and supporting people to live longer in the community
- Managing preventive and low-level care costs, and achieving cost savings

**Gloria McLoughlin**, Deputy Chief Executive  
**Scottish Care**

### 11.30 Client Centred Assessment and Delivery

- Early identification and needs assessments
- Developing integrated and person-centred care plans that maximise quality of life and independence for as long as possible
- Outcomes based commissioning and contracting benefitting the service user
- Joint strategy and planning to ensure services share targets and delivery aims

**Derek Phaup**, Service Manager Older People's Provision  
**East Lothian Council** and  
Chair, Home Care Sub Group, **ADSW**

### 11.50 Extended Question and Discussion Session

### 12.05 Assistive Technology

- The current state of the market
- A view to the future, where might the technology take us?

**Kevin Swingler**  
Project Manager, MATCH Project  
**University of Stirling**

### 12.25 The Shift to Re-ablement

- The current national agenda, progress and local priorities
- Care at home services in a re-ablement model
- Working in multi-professional teams and linking across care services
- A focus on dementia and stroke care
- How re-ablement is improving quality of life for people

**Cllr Paul Edie**  
Convener of Health, Social Care and Housing  
**City of Edinburgh Council**

### 12.45 Extended Question and Discussion Session

### 13.00 Lunch

### 14.00 Patient Choice and Experience

- The service user perspective
- Supporting people to understand and manage their own conditions
- Direct payments, self-directed care and personalisation

**David Manion**  
Chief Executive  
**AGE Scotland**

### 14.20 Questions and Discussion

### 14.30 Workforce Challenges

- Examining the issues including expectations of an ageing workforce, valuing lower paid and informal workers and remote and rural contexts
- Finding the solutions
- Recruitment and retention, training and development

**Garry Coutts**  
Convener  
**Scottish Social Services Council (SSSC)** and  
Board Chair  
**NHS Highland**

### 14.50 Protecting Adults in the Home Care Context

- Devising robust policy
- Sharing information
- Cascading best practice in assessment and protection practice

**Maureen Dryden**  
Service Manager, Care Management Services  
**Stirling Council**

### 15.10 Extended Question and Discussion Session


### 15.25 Chair's Closing Remarks and Close of Conference


# Booking Form


## Home Care in Scotland Conference

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### Easy ways to book

 **FAX** your completed form to 0870 165 8989

 **EMAIL** conference.events@capita.co.uk

 **POST** your completed form to: Capita Conferences Administration, Ground Floor, 17-19 Rochester Row, London, SW1P 1LA

 **ENQUIRIES** 0870 400 1020

**\*\*Book a 3rd delegate @ 1/2 price**  
This offer may not be used in conjunction with other discounts

BOOKING REF CODE: EMMK

### DELEGATE DETAILS (Please use BLOCK CAPITALS and complete in full)

#### Correspondence address

Organisation
Address
Post code

#### Invoice address (if different from above)

Surname	Title
Forename	
Job Title	
Organisation	
Address	
Post code	
Telephone	

#### 1st Delegate

Surname	Title
Forename	
Job Title	
Organisation	
Email	
Telephone	
Fax	
Dietary/Access requirements	

#### 2nd Delegate

Surname	Title
Forename	
Job Title	
Organisation	
Email	
Telephone	
Fax	
Dietary/Access requirements	

### Payment details

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**Public Sector (non Central Govt) @ £350.00 plus VAT** No. of delegates

**Central Govt and Agencies @ £445.00 plus VAT** No. of delegates

**Private Sector @ £545.00 plus VAT** No. of delegates

**\*\*Concessionary Discount @ £225.00 plus VAT** No. of delegates

\*\* Charities registered with the OSCR, Tenant Groups, Patient Groups and Older People's Forums are eligible for this discount.

Scottish Charity No.

**TOTAL NUMBER OF DELEGATES**

**TOTAL COST** £

Cheque enclosed

Please invoice me

Your Purchase order/Reference number

Please note that we will issue an invoice upon receipt of booking. We cannot apply numbers at a later date.

Credit/Debit card payments - **On receipt of your invoice**

Call our credit card hotline 0870 160 7630

or make an online payment at: www.capitafinance.co.uk

I have read the terms and conditions and understand the cancellation policy.

Signature

### Documentation\*

If you are unable to attend the event but would like to receive the supporting documentation, this can be supplied as either a hard copy (by post) or a PDF file (supplied by email). Please post or fax this form with contact, address and payment details

Please send me	<input type="checkbox"/> PDF @ £95 - plus VAT	NB: Documentation will be sent out after the event
	<input type="checkbox"/> Paper @ £95 - VAT not applicable	

### Methods of payment

All payments must be received before the Conference date.

**By Cheque:** Payable to **CAPITA BUSINESS SERVICES LTD.**

Please ensure delegate name(s), organisation and invoice number are written on the back.

**By BACS:** Bank: Barclays Bank Plc. Sort Code: 20-67-59. Account No: 60864978. Account Name: Capita Business Services Ltd. BACS remittance forms required as payment confirmation.

**By Credit/Debit card:** On receipt of your invoice – Call our credit card hotline 0870 160 7630 or make an online payment at: www.capitafinance.co.uk

Please send payments to: Capita Business Services Ltd. Accounts Receivable, PO Box 212, Faverdale Industrial Estate, Darlington DL1 9HN and quote

**CONFERENCE X09103**

A VAT invoice will be issued on receipt of payment. VAT No: 618 1841 40

### Change of details

Have your details changed, are they incorrect or you do not wish to receive any future mailings? Please email: [conference.events@capita.co.uk](mailto:conference.events@capita.co.uk) quoting the **booking reference code on the mailing label**. Our conferences are mailed in advance so there may be a short delay in your details being changed.

### Hotel accommodation

The conference fees do not include accommodation. For special accommodation rates, please contact Capita Business Travel on Tel: 0871 521 9816 or email [capexternal@capita.co.uk](mailto:capexternal@capita.co.uk) You must quote the title of the Conference for preferential rates.

### Documentation

\*Invoices issued after the event when order processed. Payment by credit/debit card or BACS can be made upon receipt of invoice. If paying by cheque, invoice will act as a receipt.

### Discounts

\*\*Special offers may not be used in conjunction with other discounts.

### Terms & conditions

**Venue and registration details** will be sent within 14 days of the event date. We cannot be held responsible for non arrival of this information, if you have not received within 7 days of the event date, please call us on 0870 400 1020.

**Cancellations** confirmed in writing 14 days before the conference date will be refunded, minus an administration fee of £50.

We regret that no refund can be made after that date, although substitutions can be made at any time.

Capita are not able to offer refunds for cancellations arising from events outside of our control.

**Programme Amendments:** Capita reserves the right to alter the programme or venue without notice due to unforeseen circumstances.

### Data protection

Capita Business Services Ltd may use your details to send you information about our further conferences and services. If you would prefer not to receive this information, please tick this box.

Personal data provided on this form will not be passed to any external bodies.

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