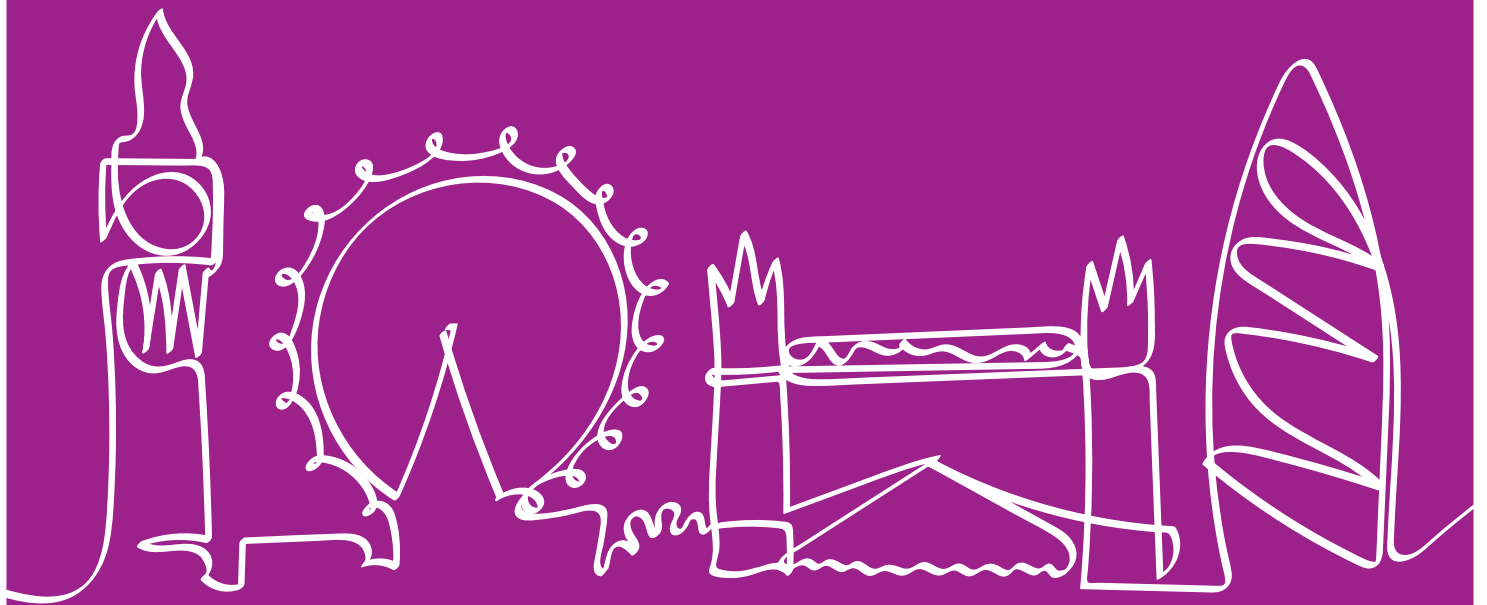




Building a better future for care

24-25 April 2024 ExCeL London



Your 2024 show guide

www.careshowlondon.co.uk

Organised by:



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INTRODUCING OUR
BRAND NEW DEMENTIA RANGE...

Remini

The Furncare Dementia Collection

★★★★★

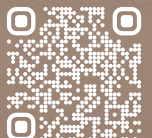
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within just
five days



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FROM FURNCARE IS AN EXCLUSIVE NEW
FURNITURE RANGE, DEVELOPED IN PARTNERSHIP
WITH LEADING ACADEMICS & CARE PROFESSIONALS

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You are invited to join us to see and hear what they have to say.
Simply scan the QR code to secure your space!



Furncare

For more information, call 01603 664 900 or visit furncare.co.uk today.

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Opening times

Wednesday 24 April 2024

Doors open 09:00 - 17:00

Thursday 25 April 2024

Doors open 09:00 - 16:30

Location

Hall N4

ExCeL London

Royal Victoria Dock

1 Western Gateway

London E16 1XL

Get the official show app

The official show app allows you to:

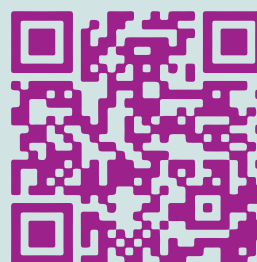
- ✓ Build your own schedule of conference sessions
- ✓ Explore the products and solutions of 200+ exhibitors
- ✓ Network with 3,500+ care professionals
- ✓ Schedule time for meetings with suppliers, speakers and other attendees
- ✓ Post any questions or comments in the 'News Feed' section
- ✓ Explore the floorplan
- ✓ Join discussions on hot topics

How to access the app:

You will have received an email from app.healthcare@closerstillmedia.com when you registered for the event. Find the email and click the magic link inviting you to join the app. You can now create a password and complete your profile.

Available to download on Apple and Google Play Stores - search for the "Care Show" app. Or, scan the QR code below.

Scan to download



Welcome

to the Care Show London 2024



“Thank you to all our wonderful delegates: your presence is the driving force behind our passion, and we are committed to honouring the care sector and your invaluable contributions to it.”




The Care Show team are delighted to welcome you to the launch of Care Show London! We are proud to present all our hard work in uniting thousands of care professionals and celebrating the incredible work of the social care community.

Firstly, an enormous thank you to our exceptional line-up of speakers for 2024. We are proud to present a carefully curated, CPD-accredited conference programme tackling the latest challenges, priorities, and developments within the sector. Our expert speakers will cover a broad range of topics designed to inspire, educate, and enhance best practice. From updates around current regulation and new frameworks to insightful discussions around transformation within the sector, our programme offers tangible takeaways for all care services.

Guided by our esteemed advisory board, Care Show London offers over 90 conference sessions with a cohort of more than 140 speakers covering a multitude of topics for you to attend. Discover tips and tricks for staff retention, practical advice on business sustainability, how to access government funding for digital initiatives and so much more.

With so much to offer, Care Show London is the day out you needed. Learn more about the new framework at CQC's Meet the Inspector,

Join the conversation:
#CareShowLDN24

 @CareShow  @CareShows  /Care-Show

with a chance to ask questions and put your mind at ease.

Head to our Technology Concierge service provided by Guided Innovation to seek support with your tech transformation journey.

Or discover Five on a Bike and join in the Caring Conversations to share your stories and discuss the most important topics in the sector. With the hustle and bustle of networking, don't forget to grab a coffee at our Café and if it's a moment of peace you need, head on over to our Quiet Room for a minute to unwind.

We would also like to extend a big thank you to our devoted partners who have provided invaluable support and a diverse selection

of sessions. These can be found in both The Outstanding Society's Learning Lounge and Care Providers' Voice Masterclasses. We would also like to say a heartfelt thank you to each of our exhibitors and sponsors, whose support has allowed the Care Show London to come to life.

And lastly to all of our wonderful delegates: your presence is the driving force behind our passion, and we are committed to honouring the care sector and your invaluable contributions to it.

We hope you have a brilliant day of learning, networking, and celebrating all of your hard work.

Kind regards,

The Care Show Team

Transforming Residents Lives



"By using Ally, we've made massive improvements to our overall falls prevention strategies because we're alerted much earlier to changes in a resident's behaviour like coughing or calling out but also we've been able to enhance our patient outcomes by using the reports and insights to deliver care when it's needed most."

Jay Trondillo, Regional Director, Maria Mallaband Care Group

Discover how Ally's Resident Monitoring System can help transform your residents lives, pop by to **visit us at stand K24** at the show and don't miss Thomas Tredinnick, co-founder and CEO of Ally on Wednesday 24 April at 1.30pm who will be speaking at the Technology Theatre.



VISIT US
AT STAND
K24

To arrange a demo visit www.allycares.com/book-a-virtual-demo
or call **0203 026 4506** to speak to the Ally Team for more information.





**CARE
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9-10 October 2024 NEC Birmingham



The Care Show is returning to Birmingham in 2024

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9-10 October 2024 **NEC Birmingham**

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Must-See Exhibitors



H30

PASS powered by everyLIFE

PASS supports over 1,200 care providers every day who benefit from access to market leading care planning, rostering, and reporting tools, hand in hand with 24/7/365, person-led and unlimited support from our dedicated and friendly customer services team.

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www.everylifetechnologies.com



G01

Digital Care Hub

The Digital Care Hub provides free information, guidance and support to enable adult social care providers to make the most of digital technology – and to do it safely.

We are an independent consortium, led by care providers, so we understand the needs and challenges facing the diverse range of organisations in our sector. The consortium consists of key national trade associations representing the diverse range of adult social care providers in England.

We work closely with care providers, technology suppliers, organisations representing people who draw on services and carers, commissioners and regulators.

www.rnha.co.uk



K14

MED e-care Healthcare Solutions

MED e-care offers easy-to-use care technology that specialises in innovative eMAR and care planning solutions for residents in a care home setting. Care technology is now firmly woven into the fabric of outstanding, person-centred care delivery. It is no longer for the few. Putting you in the picture, MED e-care gives you the data you need to make the best decisions for those in your care.

Care home customers such as HC-One and Care UK ultimately benefit as MED e-care eMAR integrates with pharmacy providers and other care technology providers to ensure joined up care, single entry of data and first class medication management.

www.mede-care.co.uk



M29

Cognitive Books

Cognitive Books bring joy to people with dementia and their loved ones. Built on scientific research, we publish simple books with dynamic content that empower people to maintain their love of reading.

Cognitive Books are supported by Alzheimer's Society and have been co-created with people living with dementia to solve many of the barriers people with dementia face when reading.

Our books explore well known themes and feature rhyming text and beautiful illustrations. They include a free audio version and exercises based on Cognitive Stimulation Therapy to help readers enjoy the books with loved ones, carers, or dementia professionals.

www.cognitivebooks.co.uk

Session Highlights



Wednesday 24 April 2024

CARE KEYNOTE STAGE

14:15 - 14:45

Christine McGuinness on neurodiversity: interviewed by Maya Egbo

Christine McGuinness, Broadcaster & TV Personality

PEOPLE, WORKFORCE AND WELLBEING THEATRE

12:15 - 13:00

What now? Navigating the challenges around international recruitment

Dudley Sawyerr, Chair, London Care and Support Forum; Matthew Bond, CEO and Co-Founder, Borderless; Alex Kaleniuk, Immigration Lawyer, Alex Kaleniuk Immigration Consulting Ltd; Tapelo Sibanda, Area Manager, Focus Care Supported Living; Sue Ann Nnamani, Registered Manager, Magicare Limited

BUSINESS THEATRE

10:50 - 11:20

Grow your care business and become the care provider of choice

Tobi Alli-USman, Managing Director, Prosperwell; Lisa Vile, Sales & Hospitality Manager, Athena Care Homes; Ben Hales, Group Projects Director, Optimo Care; Kat Clayton, Sales & Marketing Director, Berkley Care Group; Vicky Haines, Managing Director, Kingsway Care

TECHNOLOGY THEATRE

12:30 - 13:15

Funding the future: unlocking government support for digital transformation initiatives

Katie Thorn, Project Lead, Digital Care Hub; Kerren Friend, NHS Transformation Directorate, Digitising Social Care Programme; Jenna Collins, Programme Manager, The Health Foundation

THE OUTSTANDING SOCIETY LEARNING LOUNGE

11:15 - 11:45

End of life care: perfection in palliative care

Caroline Cosh, Managing Director, Clifton Homecare and Director of the OS; Ruth French, Director & Operations Director, Stow Healthcare and Director of the OS; Lara Bywater, Director, LDC Care and the OS; Bernadette Mossman, Healthcare Director, Vida Healthcare

CARE PROVIDERS' VOICE MASTERCLASSES

12:00 - 12:45

2024 recruitment trends and best practices

Neil Eastwood, CEO & Founder, Care Friends

Thursday 25 April 2024

CARE KEYNOTE STAGE

10:05 - 10:35

Professionalising the workforce: how far does a register take us?

George Appleton, Head of Policy, Care England

PEOPLE, WORKFORCE AND WELLBEING THEATRE

14:00 - 14:45

The future workforce: inspiring the next generation to choose careers in care

Sadie Torres, Project Learning Coordinator, Guided Innovation; Alex Ball, Operations Manager, Stow Healthcare; Megan Knight, Carer, Caroline Cares for You Ltd; Thomas Vaughan, Registered Manager, Tamworth Home Care

BUSINESS THEATRE

14:00 - 14:45

Retaining top talent: understanding the employees' experience

Angela Boxall, CEO, Majesticare Luxury Care Homes; Avnish Goyall, Executive Chair & Founder, Hallmark Luxury Care Homes; Rob Martin, Managing Director, Anchor Handover; Caroline Roberts, CEO, Aria Care

TECHNOLOGY THEATRE

13:30 - 14:00

Technology-enabled care: how it can help us

Adrian Scaife, TEC Specialist, The Access Group, Health, Support and Care

THE OUTSTANDING SOCIETY LEARNING LOUNGE

09:30 - 10:00

Unlocking excellence: exploring the components of an Outstanding CQC rating

Julia Spencer Ellis, Senior Specialists – Adult Social Care, CQC; Siobhan Lyell, Parent of Adult with Complex Care Needs, LDC; Sanjay Dhrona, Zoe Fry, James Rycroft, Samantha Crawley, Ruth French, Lara Bywater, Directors of The Outstanding Society

CARE PROVIDERS' VOICE MASTERCLASSES

10:45 - 11:30

Using apprenticeships for succession planning

Jo Barter, Apprenticeships Lead, North East London Health and Care Partnership

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care providers miss

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Stand F34

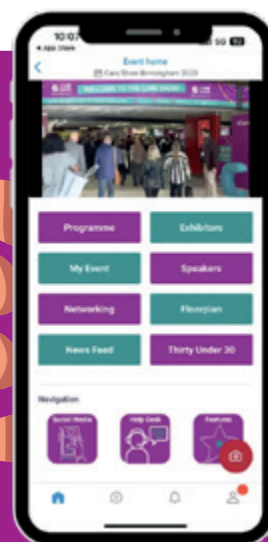
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Have you downloaded the show app?



One of the best things about the official show app is that it helps you **create a personalised schedule**.

You will find the most **up-to-date session times** in the app. In your customised schedule, you'll see all the sessions you're interested in, neatly organised.

The app also opens the doors to a **virtual marketplace** where you can ask questions and discover cutting-edge offerings from our exhibitors.

Networking is the heart and soul of the Care Show London, and **our event app takes networking to the next level**.

Scan to download



Show Features



Meet the Inspector

The CQC is bringing some of its inspectors so you can have a relaxed, face-to-face conversation and ask them questions to find out how to excel in your next inspection.

STAND K51



Quiet Room

You will find a dedicated area with comfortable seating and a space to relax and unwind if the exhibition floor becomes too overwhelming.

STAND B01



Selfie & Media Zone

Be a cover star at Care Show London! Here you will find magazines from our partners, and a huge Care Show London magazine to step in and take your own photo.



Café

If you want to sit down and have a coffee, head over to our central café. Within the café you will also find a dedicated meeting point for the Care Managers' Inner Circle. The café is located in the middle of the show floor.



Caring Conversations with Five on a Bike

Come along to stand F30 to join conversations led by our partner Five on a Bike about mental health in the workplace, lifestyle and activities for residents, CQC inspections, occupancy rates, and more.

STAND F30



GI Guided Innovation

Technology Concierge

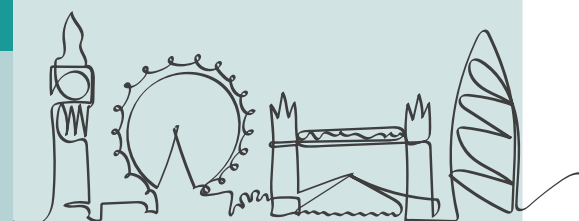
Guided Innovation team members will be available to assist you in finding the software suppliers you need to speak to and ensure you leave with all the necessary information to make the right decision for your care business.

STAND G12



Stand Activities

Many exhibitors are hosting raffles, games, and giving away free food or drinks. Head over to the Care Show app to find out who they are and where to find them.



CareTutor

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Care Show London 2024 Programme

Wednesday
24 April 2024



CARE KEYNOTE THEATRE

Sponsored by:



9:10 - 9:15

Chair's opening remarks

Big Ian Donaghy, Dementia Campaigner/
Speaker, BIGIAN.CO.UK

9:15 - 9:45

Why care homes fail: a restructuring overview

Lucy Corner, Managing Director, Cornerstone Care Solutions
Gary Hargreaves, Partner, FRP

10:00 - 10:45

A treasure hunt: how to navigate local authority funding

Troy Zimbalatti, Managing Director / Registered Manager,
T2Z Care Services Ltd
Nadra Ahmed CBE DL, Executive
Co-Chairman, National Care Association

11:00 - 11:30

Enabling dynamic and digital care delivery

James Maynard, Product Marketing Director in the Access
Health, Support and Care division, ACCESS UK
Sponsored by: Access UK Ltd



11:45 - 12:15

An update from CQC

Steven Paisley, Interim Deputy Director
of Operations (Midlands), CQC

12:30 - 13:15

Moving forward: the centrality of social care in future policy making

Natalie Grayson, National Care Organiser, GMB UNION
Gavin Edwards, Social Care Lead, Unison
Vic Rayner, Chief Executive Officer, National Care Forum
Gill Morris, Executive Director, Future Social Care Coalition

13:30 - 14:00

Impactful digital journey panel discussion

Johan Jardevall, CEO, Person Centred Software
Jemma Robinson, COO, Person Centred Software
Sponsored by: Person Centred Software



14:15 - 14:45

Christine McGuinness on neurodiversity: interviewed by Maya Egbo

Christine McGuinness, Broadcaster & TV Personality

15:00 - 15:45

Who really cares? For Registered Managers

Ian Buchan, Programme Lead, (South East London) SEL
DASS Group
Nuno Santos Lopes, Director of Research, Innovation and
Community Engagement, Nightingale Hammerson
Dudley Sawyerr, Chair, London Care and Support Forum
Peter Webb, Chair, London Care and Support Forum
Trish Kelly, Clinical lead for Occupational Therapy and
Physiotherapy, Fulcrum Care Ltd
Alley Wright, Project Coordinator PR
and Marketing, Special People

16:00 - 16:45

The new Single-Assessment Framework: making it work for you & your organisation

Jonathan Cunningham MBE, Chair and Founder, Care
Managers' Inner Circle
Lisa James, Registered Manager, Kingsway Care
Julie Rayner, Care, Quality, Governance and Compliance
Director, Hallmark Luxury Care Homes
Louie Werth, Director, Care Research

CARE PROVIDERS' VOICE MASTERCLASS

In partnership with:



9:45 - 10:30

Creating a culture of resilience and wellbeing in your service

Tom Owen, Director, My Home Life,
City University of London

10:45 - 11:30

How to get amazing CQC- ready feedback evidence

Louie Werth, Director, Care Research

12:00 - 12:45

2024 recruitment trends and best practices

Neil Eastwood, Founder & CEO, Care Friends

14:30 - 15:15

Beyond compliance: innovations in texture modification for an enhanced resident experience

Iain Clague, CEO, The Care Connector Network
Richard Pearshouse, Group Executive
Chef, Cinammon Core Collection

15:30 - 16:00

Revolutionising care: enhanced compliance and better outcomes using AI

Sangha Chakravarty, Founder & CEO, InvictIQ
Sponsored by: InvictIQ



PEOPLE, WORKFORCE AND WELLBEING THEATRE

9:25 - 9:30

Chair's opening remarks

Lee Trueman, Commercial Director and
Co-Founder, Health Automated

9:30 - 10:00

Difficult conversations: how to enhance your workplace communication skills

Adam Mellor, Global Professional Instructor,
Crisis Prevention International

10:10 - 10:40

Diversity and inclusion: cultivating a harmonious culture for workplace excellence

Amrit Dhaliwal, CEO, Walfinch



10:50 - 11:20

How to hire UK-based sponsored care workers ethically and compliantly

Rachael Crook, CEO, Lifted Talent
Sponsored by: Lifted Care

11:30 - 12:00

Mind matters: nurturing mental health for the future workforce

Monica Menniti, Head of Customer Success, Nursebuddy
Lee Trueman, Commercial Director and Co-Founder,
Health Automated

Mark Topps, Co-Founder and Director, The Caring View
Stella Shaw, Director, StellarCare NW LTD

12:15 - 13:00

What now? Navigating the challenges around international recruitment

Tapelo Sibanda, Area Manager, Focus Care Supported Living
Matthew Bond, CEO & Co-Founder, Borderless
Alex Kaleniuk, Immigration Lawyer, Alexandra Kaleniuk
Immigration Consulting Ltd
Dudley Sawyerr, Chair, London Care and Support Forum
Sue Ann Nnamani, Registered Manager, Priscilla
Wakefield house Haringey London (Magicare Limited)

13:15 - 13:45

Legal and HR issues facing care homes

Kishan Bhatt, Founder & Solicitor-Advocate, Law For Me
Sponsored by: Law for Me



13:55 - 14:25

The behavioural revolution: creating cultural change in person centred dementia care

Emma Williams, Co-Director, Positive
Ageing Consultancy & Training

14:35 - 15:05

Elevating workplace morale: strategies for 2024 and beyond

Gemma Bullock, Director of Culture, Comms &
Engagement SME, Retinue
Sponsored by: Retinue



15:15 - 16:00

Growing a homecare business through retention, relationships, and trust



Muhammad Damji, Managing Director, Caring Crew
Carly Rochester, Director/Co-Founder, ME Passport

16:15 - 16:45

Empowering leadership in social care: a collaborative approach to moving forward

Kevin Humphrys, CEO, Oakland Care Group

Join the conversation: #CareShowLDN24

 @CareShow  @CareShows  /Care-Show

BUSINESS THEATRE

Sponsored by: 

9:25 - 9:30

Chair's opening remarks

Carl Roberts, Associate Sales & Marketing Director, Boutique Care Homes

9:30 - 10:00

Out of sector knowledge: learning and development with a tight budget

Edward Gallier, Head of Learning & Development, Leonardo Hotels (UK and Ireland)

10:10 - 10:40

Building stronger care home businesses

Iain Corrigan, Commercial Director, Coolcare

10:50 - 11:20

Grow your care business and become the care provider of choice

Vicky Haines, Managing Director, Kingsway Care
Kat Clayton, Sales & Marketing Director, Berkley Care Group
Ben Hales, Group Projects Director, Optimo Care
Lisa Vile, Sales and Hospitality Manager, Athena Care Homes (UK) Ltd
Tobi Alli-Usman, Managing Director, Prosperwell (formerly Smooth Digital)

11:30 - 12:00

Hungry for updates? Care catering and the new Single Assessment Framework

Neel Radia, National Chair, National Association of Care Catering
Sophie Murray, South East Deputy Chair, National Association of Care Catering


12:15 - 12:45

Beat the bomb

Iain Clague, CEO, The Care Connector Network

13:00 - 13:45

Reducing energy consumption, carbon emissions and improving safety through infrared inspections

Gareth Boyd, Sales Director, SEAM Group
Sponsored by: 

13:55 - 14:25

The fundamentals of selling to self-funders in 2024

Carl Roberts, Associate Sales & Marketing Director, Boutique Care Homes
Lisa Vile, Sales and Hospitality Manager, Athena Care Homes (UK) Ltd
Vicki Pickering, Head of Sales, Hallmark Luxury Care Homes

14:35 - 15:05

The CQC Single Assessment Framework made simple

Vikki Beckwith, Managing Director, The Affinity Care Group Limited
Tiffany Hannant, Operations Manager, The Affinity Care Group Limited
Sponsored by: 

15:15 - 16:00

Green horizons: embracing sustainability through an ESG lens

Sian Cooke, Head of Sustainable Business, BioRegional
Derek Breingan, Head of Health & Social Care Sector, Virgin Money
James Rycroft, Director, The Outstanding Society and Vida Healthcare
Hannah Montgomery, Founder - Marketing and Care Lead, Grace Cares

16:15 - 16:45

Leaders in change! How WAGS are transforming tomorrow

Ann Taylor, CEO, Hilton Nursing Partners
Alex Ball, Operations Manager, Stow Healthcare
Amrit Dhaliwal, CEO, Walfinch
Jasmeet Rai, Associate Director, RCH Care Homes
Kam Gill, Registered Manager, Walfinch Oxford

TECHNOLOGY THEATRE

Sponsored by: 

9:10 - 9:15

Chair's opening remarks

Daniel Casson, Managing Director, Casson Consulting & Digital Development Advisor for Care England

9:15 - 9:45

Cultural transformation: the importance of a change-journey in technological implementation

Phil Neilson, CEO & Co-Founder, AVERio
Emma Garland, Principal Consultant, Channel 3 Consulting

10:00 - 10:30

Time for tech: how can embracing technology can save care providers valuable time

Steven Crouch, Product Marketing Manager, Quality Compliance Systems
Chris Williams, Managing Director, Tiggo Care
Lindsay Rees, Head of Social Care Content, Quality Compliance Systems
Chris Cox, Chief Technology Officer, Quality Compliance Systems
Sponsored by: 

10:45 - 11:30

What do you mean no WIFI? How infrastructure contributes to digital exclusion

Palvi Dodhia, Director & Co-Founder, Serene Care
Dr Caroline Green, Early Careers Research Fellow, University of Oxford
Louis Holmes, Digital Policy Lead, Care England

11:45 - 12:15

Engaging people and families: the role of digital technology

Jeremy Baldwin, Chief Product Officer, Nourish Care
Al Frisby, Community Product Lead, Nourish Care
Sponsored by: 


12:30 - 13:15

Funding the future: unlocking government support for digital transformation initiatives

Jenna Collins, Programme Manager, The Health Foundation
Kerren Friend, NHS Transformation Directorate, Digitising Social Care Programme
Katie Thorn, Project Lead, Digital Care Hub

13:30 - 14:00

Pioneering change: the future of nurse call is resident monitoring systems

Thomas Tredinnick, CEO, Ally Cares
Sponsored by: 

14:15 - 14:45

Digital inclusion: developing effective support practices that enable people with learning disabilities to access and use everyday technologies

Professor Jane Seale, Professor of Education, Open University

15:00 - 15:30

Ai in social care - A changing paradigm

Alex Plenty, Senior Technical Advisor, PredicAire
Rob Hammond, Managing Director, Eastern Care Management Solutions
Vinay Patel, Managing Director, KRG HEALTHCARE
Mark Topps, Co-Founder and Director, The Caring View
Sponsored by: 

15:45 - 16:30

"It won't happen to me": how simple steps can make the difference with cybersecurity

Katie Thorn, Project Lead, Digital Care Hub
Geraint Thomas, Consultant, Guided Innovation, LTD
Iain Davidson, Senior Product Marketing Manager, WIRELESS LOGIC
Craig Richards, Head of Transformation, FitzRoy

THE OUTSTANDING SOCIETY LEARNING LOUNGE

In partnership with:



9:30 - 10:00

Vulnerability in leadership: the secret ingredient!

Derek Breingan, Head of Health & Social Care Sector, Virgin Money
James Rycroft, Director, The Outstanding Society and Vida Healthcare
Samantha Crawley, Director & CEO, The Outstanding Society and Bracebridge Care
Sanjay Dhrona, Director & Managing Director, The Outstanding Society & The Close Care Home

10:30 - 11:00

SCNACs - social care nursing: proud, passionate and present!

Deborah Sturdy, Chief Nurse for Adults, Department of Health and Social Care
Caron Sanders-Crook, Operations Manager, Canford Healthcare Ltd
Emily Pimm, Social Care Deputy Manager and Chair of BSW Social Care Nurse Advisory Council, St Monica Trust
Louise Keane, Nurse Education Lead, North Central London Training Hub
Chris Caldwell, CNO (NHS North Central London ICB), NHS North Central London ICB
Joanna Grant, Director Solutions in Healthcare & Non-exec Director In-Home Health Group, RGN, RSCN, Dip HE
Community Nursing, Queen's nurse, PNA
Zoe Fry, Director, The Outstanding Society

11:15 - 11:45

End of life care: perfection in palliative care!

Bernadette Mossman, Healthcare Director, Vida Healthcare
Caroline Cosh, Managing Director, Clifton Homecare and Director of The OS, The Outstanding Society & Clifton Home Care
Ruth French, Director & Operations Director, The Outstanding Society and Stow Healthcare
Lara Bywater, Director, LDC Care CP

12:30 - 13:00

Risky business: coroners court! What happens?

Samantha Crawley, Director & CEO, The Outstanding Society and Bracebridge Care
Caroline Cosh, Managing Director, Clifton Homecare and Director of The OS, The Outstanding Society & Clifton Home Care
Sophie Cartwright KC, Barrister, Deans Court Chambers
Edward Farthing, Senior Account Executive, HOWDEN
Tom Stevenson, Partner, Keoghs LLP

14:00 - 14:30

Data + analysis = outstanding

Samantha Crawley, Director & CEO, The Outstanding Society and Bracebridge Care
Ruth French, Director & Operations Director, The Outstanding Society and Stow Healthcare
Jeremy Baldwin, Chief Product Officer, Nourish Care
Chris Donnelly, CEO, Lottie Organisation
Katie Thorn, Project Lead, Digital Care Hub
Tandeep Gill, Head of Business Development, PainChek
Kehan Zhou, CEO, Camascope

15:00 - 16:00

Out Standing Diversity Forum: DE&I - done the outstanding way!

Sanjay Dhrona, Director & Managing Director, The Outstanding Society & The Close Care Home
Lee Gilbert, Marketing Director, Nourish Care
Lara Bywater, Director, LDC Care CP
Pardeep Bansal, Director, Health & Social Care, Virgin Money
Cathy Amos, Head of Customer Marketing, Brakes
Diane Mayhew, Rights for Residents Campaign Manager, Care Rights UK

Floorplan

Care Keynote Theatre
Stand: T9 ●

Business Theatre
Stand: T8 ●

Technology Theatre
Stand: T6 ●

**People, Workforce
and Wellbeing Theatre**
Stand: T11 ●

**Care Providers' Voice
Masterclasses**
Stand: G70 ●

**The Outstanding Society
Learning Lounge**
Stand: T10 ●





Technology Concierge

● Stand: G12

CQC: Meet the Inspector

● Stand: K51

Caring Conversations

● Stand: F30

Café

● Stand: CA2

Selfie & Media Zone

Look for the giant magazine cover

Quiet Room

● Stand: B01

Find the Quiet Room in stand B01 in the Digital Healthcare Show

**VISITOR
ENTRANCE**

Care Show London 2024 Programme

Thursday
25 April 2024



CARE KEYNOTE THEATRE

Sponsored by:



9:15 - 9:20

Chair's opening remarks

Big Ian Donaghy, Dementia Campaigner/
Speaker, BIGIAN.CO.UK

9:20 - 9:50

Chair speaking session

Big Ian Donaghy, Dementia Campaigner/
Speaker, BIGIAN.CO.UK

10:05 - 10:35

Professionalising the workforce: how far does a register take us?

George Appleton, Head of Policy, Care England

10:50 - 11:20

The increase in specialist service needs for autism and learning disabilities

Jessica Gwaringa, Managing Director, Moonrise 24HR
Recruitment

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11:35 - 12:20

Reducing infections and improving lives. VIVALDI social care

Samantha Crawley, Director & CEO, The Outstanding
Society and Bracebridge Care

Mike Slator, Project Support Specialist - Pharmacist, The
Outstanding Society

Kate Meacock, Founding Member and Volunteer, Rights
for Residents
Representative UKHSA

Carrie Taylor, Clinical Lead and Safety Officer, Nourish Care

Zoe Fry, Director, The Outstanding Society

Katie Thorn, Project Lead, Digital Care Hub

Laura Shallcross, Director, UCL Institute of Health

Informatics, University College London

Charlotte Lezard, Policy and Public Affairs Officer, Care England

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12:30 - 12:55

Health care at home

Professor Ali Ghaz, Medical Director, VisitHealth

Alexei Sidnev, Elderly Care and Hospitality Lead, VisitHealth

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13:10 - 13:40

Why adult social care needs a workforce strategy - and how soon we'll have one

Oonagh Smyth, Chief Executive Officer, Skills for Care

13:55 - 14:25

Using technology to nurture and build human connections in care organisations

Richard Green, Head of Strategy, The OneTouch Health Group

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14:40 - 15:10

Self-sufficiency: training your own registered nurses

Barbara Johnson MBE, Director of Nursing, Risedale Care Homes

15:25 - 16:10

Leaders, innovators, pioneers: how care can lead the way

Claire Johnsen, Head of Innovation,
Hallmark Luxury Care Homes

Daniel Casson, Managing director, Casson Consulting &
Digital Development Advisor for Care England

Jonathan Cunningham MBE, Chair And Founder, Care
Managers' Inner Circle

Ben Allen, Chief Executive, Mylee

Trudie Fell, CEO and Co-Founder, Bellevie

CARE PROVIDERS' VOICE MASTERCLASS

In partnership with:



9:30 - 10:15

International recruitment: how to support people once they are in the UK

Sarah Swinge, Havering Social Care Academy Manager,
London Borough of Havering

Dipesh Shah, Head of Corporate
Immigration, JMW Solicitors LLP

10:45 - 11:30

Using apprenticeships for succession planning

Jo Barter, Apprenticeship Lead, Northeast
London Health and Care Partnership

12:00 - 12:45

Confidence to care: lessons to learn about LGBTQ+ inclusion

Beverly Smith, Training Director, Pride UK

Jim Glennon, Policy Director, Pride UK

13:30 - 14:15

Changes to DBS: what you need to know

Dominic Headley, Director, Dominic Headley & Associates

14:45 - 15:30

Navigating international recruitment: challenges, costs and compliance

Carly Barrett, Partner, Tandon-Hildebrand

Jay Moghal, Partner, Rove Legal

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15:45 - 16:15

Session to be confirmed



PEOPLE, WORKFORCE AND WELLBEING THEATRE

9:25 - 9:30

Chair's opening remarks

Hannah Montgomery, Founder - Marketing
and Care Lead, Grace Cares

9:30 - 10:00

Can you handle the truth? Using neuroscience to understand your workforce

Marc Caulfield, Founder, Marc Caulfield Ltd

10:10 - 10:40

Care starts at the first call: simple steps to maximise efficiency and promote empathy

Nicole Stracey, Growth & Partnership Manager,
AnswerConnect

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10:50 - 11:20

Alcohol in care homes

Dr Sarah Wadd, Principal Research Fellow and Director
of the Substance Misuse and Ageing Research Team
(SMART), University of Bedfordshire

Julia Spencer Ellis, Senior Specialist - Adult Social Care, CQC

11:30 - 12:00

Who cares for those that care? The Health & Wellbeing Bus: care worker wellbeing

Shani Gray, Clinical lead for North Central London Adult
Social care digital work stream, NCL ICB

Sue Ann Nhamani, Registered Manager, Priscilla
Wakefield house Haringey London (Magicare Limited)

Louise Keane, Nurse Education Lead,
North Central London Training Hub

12:15 - 13:00

How 1 care home got 47% better occupancy, £900k increased revenue and 300% more enquiries via digital marketing in 6 months?

Adam James, Founder, Springup PR

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13:15 - 13:45

Eden Alternative Training session

Geoffrey Cox, CEO, Eden Alternative Training

14:00 - 14:45

The future workforce: inspiring the next generation to choose careers in care

Thomas Vaughan, Registered Manager, Tamworth Home
Care

Sadie Torres, Project Learning Coordinator, Guided
Innovation

Alex Ball, Operations Manager, Stow Healthcare

Megan Knight, Carer, Caroline Care for You Ltd

15:00 - 15:30

Communication and supporting people with learning disabilities: are we a voice or a microphone?


Lorena Hall, Lecturer in Health and Social
Care, Bishop Grosseteste University

15:40 - 16:10

Step outside: creating meaningful gardens

Debbie Carroll, Director & Author, Step Change Design Ltd.

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BUSINESS THEATRE

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9:25 - 9:30

Chair's opening remarks

Sonia Rai, Founder and Director, Nectar HR


9:30 - 10:00

Harnessing financial debt in the care industry

Jimmy Johns, Director of Healthcare Corporate Debt Advisory, Christie Finance

10:10 - 10:40

It takes a village: how care works when everyone's aligned

Mark Topps, Co-Founder and Director, The Caring View
Abeed Mohamed, Chief Strategy Officer, Birdie
Amrit Dhaliwal, CEO, Walfinch
Family of a care recipient
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10:50 - 11:20

#WorkingTogether

Nick Swash, CEO, The Yorkshire Care Alliance


11:30 - 12:00

Refurbishment vs new build and preservation vs innovation

George Morris, Architectural Technician, Carless + Adams
Melissa Magee, Company Director & Architect, Carless + Adams

12:15 - 13:00

Cyber: an existential threat to your care business

Michelle Corrigan, Programme Director - Better Security, Better Care, Digital Care Hub
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13:15 - 13:45

Digital fatigue: is your business using technology in the most efficient way?

Rishi Jawaheer, Director, Care Vision

14:00 - 14:45

Retaining top talent: understanding the employees' experience

Angela Boxall, Chief Executive Officer, Majesticare Luxury Care Homes
Avnish Goyal, Executive Chair and Founder of Hallmark Care Homes, Hallmark Luxury Care Homes
Rob Martin, Managing Director, Anchor Hanover
Caroline Roberts, Chief Executive Officer, Aria Care

15:00 - 15:30

Putting new care homes at the vanguard of quality, whilst delivering value

James Potter, Director, WGP Architects

15:40 - 16:10

Planning for your future: top things to think about now to plan for your exit

Tim Godfrey, Head of Healthcare, Bishop Fleming LLP - Chartered Accountants and Business Advisors
Jade Kent, Corporate and Commercial Senior Associate, Stephens Scown LLP

TECHNOLOGY THEATRE

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9:25 - 9:30

Chair's opening remarks

Amrit Dhaliwal, CEO, Walfinch

9:30 - 10:00

Does digital transformation hold the key to unlocking better integration between health and adult social care?

Nick Goodall, Senior Program Manager, NHS England


10:15 - 10:45

Care connections: mastering social media

Amy Dobson, Social Media Manager, Hallmark Luxury Care Homes
Nick Silverstone, Managing Director, Wagada Digital
Ben Miller, Registered Manager, Milkwood Care

11:00 - 11:30

Session sponsored by Log my Care

Sam Hussain, CEO, Log my Care
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11:45 - 12:30

Meeting the call for new CQC evidence: a tech shopping list

Geraint Thomas, Consultant, Guided Innovation
Sadie Torres, Project Learning Coordinator, Guided Innovation

12:45 - 13:15

Using technology to drive sustainability and efficiency

Jay Dodhia, Director and Co-Founder, Serene Care
Nathan Teed, Business Development Manager - Net Zero Solution, Capita Public Service
Rishi Jawaheer, Director, CARE Vision

13:30 - 14:00

Technology-enabled care: how it can help us

Adrian Scaife, TEC Specialist, The Access Group- Health, Support and Care

14:15 - 14:45

Navigating tomorrow's care landscape: 2024 care trends

Andy Croudace, Innovation Director, OneAdvanced
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15:00 - 15:45

Harnessing AI: innovations for improved safety and fall prevention

Cheryl Baird, Director of Quality & Care, Orchard Care Homes
Louis Holmes, Digital Policy Lead, Care England
Tandeep Gill, Head of Business Development, PainChek
David Marshall, Senior Improvement Adviser, Care Inspectorate

THE OUTSTANDING SOCIETY LEARNING LOUNGE

In partnership with:



9:30 - 10:00

Unlocking excellence: exploring the components of an Outstanding CQC rating

Zoe Fry, Director, The Outstanding Society
James Rycroft, Director, The Outstanding Society and Vida Healthcare

Samantha Crawley, Director & CEO, The Outstanding Society and Bracebridge Care

Lara Bywater, Director, LDC Care CP

Ruth French, Director & Operations Director, The Outstanding Society and Stow Healthcare

Julia Spencer Ellis, Senior Specialist - Adult Social Care, CQC

Siobhan Lyell, Parent of adult with complex care needs, LDC

Sanjay Dhrona, Director & Managing Director, The Outstanding Society & The Close Care Home

10:30 - 11:00

Whistleblowing: you can ring my bell! Creating an outstanding culture around safety and whistleblowing

Robert Hargreaves, Information Service Manager, Skills for Care

James Sage, HR & Employment Partner & Head of Health & Social Care, RWK Goodman

Edward Farthing, Senior Account Executive, HOWDEN

Samantha Crawley, Director & CEO, The Outstanding Society and Bracebridge Care

Lara Bywater, Director, LDC Care CP

13:30 - 14:00

Shut the back door! Looking at outstanding retention of staff

Lara Bywater, Director, LDC Care CP

Samantha Crawley, Director & CEO, The Outstanding Society and Bracebridge Care

Ben Miller, Registered Manager, Milkwood Care

James Rycroft, Director, The Outstanding Society and Vida Healthcare

Karen Hedger, Director, BRIGHT SELECTION LTD

14:15 - 14:45

Duty of candour: crystal clear reporting!

Robert Hargreaves, Information Service Manager, Skills for Care

Loucia Kyprianou, Regulation Adviser, Nursing and Midwifery Council

Anna Fee, Senior Associate, Dispute Resolution - Health & Social Care, RWK Goodman

Samantha Crawley, Director & CEO, The Outstanding Society and Bracebridge Care

Ruth French, Director & Operations Director, The Outstanding Society and Stow Healthcare

Edward Farthing, Senior Account Executive, HOWDEN

15:00 - 15:30

Gone global! International recruitment: what I wish I'd known

Robert Hargreaves, Information Service Manager, Skills for Care

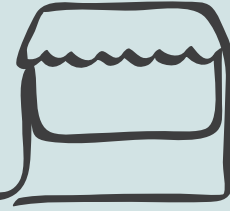
James Sage, HR & Employment Partner & Head of Health & Social Care, RWK Goodman

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11.45am - 12.15pm
 Wednesday 24th April
 Technology Theatre



Engaging People and Families: The Role of Digital Technology

With increasing pressure on the health and social care system, enabling people, their loved ones and carers to take a more active role in their care journey may prove imperative.

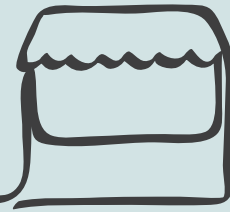
Join Jeremy Baldwin and Al Frisby from Nourish, who will explore the transformative potential of digital technology to promote self-management, family engagement and shared decision-making across social care.

The Nourish team will also be joining **THE OUTSTANDING SOCIETY** in some of their talks over both days



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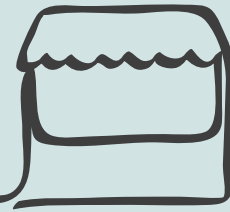


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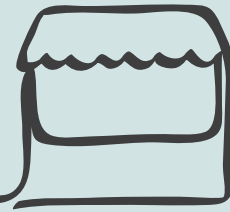
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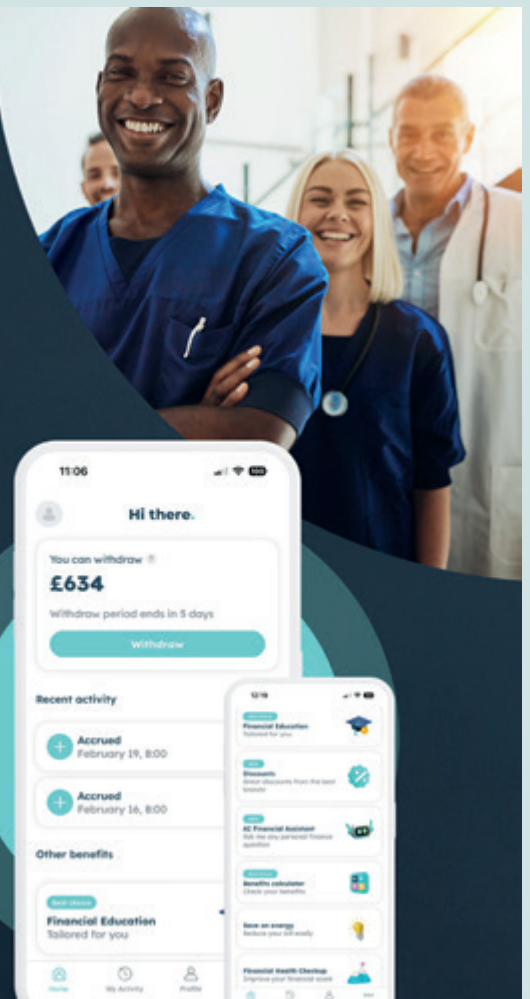
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