



Design Build & Environment

# Your 2024 show guide

www.careshow.co.uk

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Ceynote Stage

Organised by:
CloserStill



Helping you to make a difference

## New Feedback and Observation Events and Dashboards Solutions designed with our partners

Radar Healthcare's customisable feedback and observation dashboards allow organisations to track, monitor, and report on metrics and data directly relevant to the CQC framework and 'we' statements.





To see our CQC dashboards in action, scan the QR code



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## **Opening times**

Wednesday 9 October 2024 Doors open 10:00 - 17:00

**Thursday 10 October 2024** Doors open 10:00 - 16:00

## Location

Hall 3 National Exhibition Centre (NEC) Birmingham B40 1NT, UK

# Download the official show app!

## The official show app allows you to:

	Build your own schedule of conference sessions
/	Explore the products and solutions of 250+ exhibitors
	Network with 4,500+ care professionals
1	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 <u>download</u>



# Welcome

to the Care Show Birmingham 2024



The Care Show team are delighted to welcome you to the biggest and best Care Show Birmingham yet! With 250+ exhibitors and 230+ speakers, we are thrilled that you are joining us in uniting a community of social care professionals from across the sector.

With new feature zones, exhibitors, and speakers to interact with and learn from, Care Show Birmingham really does have it all! Put your mind at ease and book a session at CQC's 'Meet the Inspector' to find the answers you are looking for. Head to our Sustainability Zone, created in partnership with Grace Cares to discover leading eco-friendly practices and innovations. 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's peace you need, head on over to our Quiet & Relax Room for a minute to unwind. Discover innovation like never before at The Care Innovation Hub created in partnership with National Care Forum and share your day with the world through photos on social media with hashtag #CareShowBHAM24!

Guided by our esteemed advisory board, we are also proud to present over 100 conference sessions compiling a comprehensive conference programme spanning eight theatres across the show floor, including The Learning Lounge in partnership with The Outstanding Society. With over 230 speakers primed to share the latest guidance and best practice to tackle current priorities and challenges within the sector, our programme offers a broad range of topics delivered to inspire and educate. Discover tips and tricks for top leadership skills, gain practical advice on funding and finance, explore a whole new world of technological innovation and so much more!

Along with a huge thank you to our wonderful speakers and their commitment to knowledge-sharing, we would also like to extend a massive thank you to each of our exhibitors and sponsors whose support has been instrumental in creating such a wonderful show.

And finally, to all our amazing attendees: your presence and support fuels our passion and we are more dedicated than ever to celebrating the care sector and your invaluable work within in.

Enjoy your day of learning, networking, and celebrating the community spirit of the care sector!

The Care Show Team



# **Must-See Exhibitors**

**B19** 

# PASS O

## **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.

As an NHS Assured Supplier and PRSB quality partner you can be assured you're in safe and experienced hands.

## everylifetechnologies.com

# Accora

## Accora

At Accora, we specialise in designing and manufacturing assistive care equipment tailored for the aged care marketplace.

With a focus on promoting independence and dignity, our Configura seating, FloorBed, and Allevia mattress ranges are designed to help people lead as full and safe a life as possible.

accora.care/customers/ care-homes



## **NHC Group**

We are a trusted family business, committed to providing high quality, cost-effective nursing equipment to the care sector. We pride ourselves on delivering fast and friendly service.

We offer a comprehensive range of medical equipment and servicing designed for the smooth operation of care homes. Our competitively priced, high quality products cater to both users and caregivers, ensuring complete care solutions.

nhcgroup.co.uk

## Envirisk

Care homes and health care settings must follow the procedures set out within Health and Safety at Work Act 1974, HSE ACoP L8, HSG 274 and HTM 04-01 all of which provide clear guidance on management of Legionella.

envirisk Water Hygiene & Legionella Control Specialists

Care homes and healthcare settings carry the highest risk for Legionnaires' disease due to the heightened vulnerability of the residents and patients.

envirisk.co.uk

## Earzz

**P52** 

Earzz is an Al-powered acoustic resident monitoring solution designed for care homes to recognise and alert carers to sounds of concern in resident rooms.

Al-Powered Early Alerts: It recognises specific sounds, like movement noise as the resident gets out of bed, providing EARLY alerts to prevent falls.

earzz.com/assisted-living

futur

## FuturU

Social care training made simple. Equip your social care team to deliver exceptional care with engaging, flexible and affordable online training, available anytime and anywhere. Our learning platform currently serves a community of over 90,000 learners across 20 countries, all enjoying high quality, CPD accredited training.

futuru.ai

# **Must-See Exhibitors**

## Furncare

K40

## Furncare

Furncare specialise in the design and manufacture of distinctive rooms and furniture for care communities.

We provide full fit-outs and one off items with quick 1-5 day delivery, and pride ourselves on exceptional hassle-free customer service. All items are delivered fully assembled, to your room of choice, unpacked and all packaging removed.

## furncare.co.uk



## MED e-care Health Care Solutions Ltd

MED e-care offer eMAR and care planning solutions for Care Homes, giving you the data to make the best decisions for those in your care.

MED e-care will integrate with any other care technology you have in place, including Nourish, PCS and Care Vision. What does that mean? It means ALL care technology will openly talk to each other and share data.

## mede-care.co.uk



**D10** 

## **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.

Our range of books offer reminiscence stories on themes such as The Beatles and 1966 World Cup, and can be enjoyed alone, together, or in a group setting.

cognitivebooks.co.uk



## Lura Care

Lura Care has one objective: to break the mobility barrier to care for dependent people and those with mobility problems. Our commitment is to bring oral health to the home of all those who cannot get to a dental clinic. To achieve this, we have developed a singular care model, centred on the person, and adapting our services to the specific needs of our patients.

luracare.co.uk

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## Health-Connect

Health-Connect is your gateway to the future of healthcare innovation. We are a UK-based healthtech company on a mission to transform the healthcare landscape through pioneering technology solutions. Discover how Health-Connect is reshaping the industry with our groundbreaking Electronic Patient Record (EPR) platform and Al-blockchain integration.

## health-connect.com



## Teton Al

Teton AI is an AI-enabled monitoring platform for care homes. By leveraging vision, audio, and text inputs, our AI companion significantly improves carers' productivity alongside resident outcomes & safety, whilst ensuring dignity. With proven results from every site, Teton AI empowers carers to focus on providing highquality, compassionate care.

teton.ai

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## **Better Care | Better Outcomes**



**PredicAire** is first holistic cloud based Care Management Solution powered by Artificial Intelligence, housed under a single data eco system and affordable for the sector.







## **Transforming Residents Lives**

"With Ally, we've been able to optimise the care plan for every resident, leading to transformative improvements in their lives-something we couldn't achieve with care plan data alone." Julie Burton, Head of Operations, Twinglobe Care Ltd

Discover how Ally's Resident Monitoring System captures unobserved care needs to complete the care picture and transform residents' lives. Pop by and visit us at stand D35 and don't miss our speaker session at the show.





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.





## Are you running a care home or domiciliary care service?

We help you save time, money and stay compliant with upcoming legislative changes





Model policies,

fingertips

template documents

and tool kits at your









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Compliance management CQC compliance support and an inspection audit tool



Extra support Unlimited access to a dedicated helpline for all care-related queries



atinum Trustee



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## What's On?





## CQC 'Meet the Inspector'

Attend a Care Keynote address from James Bullion, Chief Inspector of Adult Social Care and Integrated Care on Thursday 10 October. You will find him at 13:45 at the Care Keynote Theatre. First come, first served!. Why not also head over to the 'Meet the Inspector' area and have a relaxed, face-to-face conversation with a CQC inspector. Not sure how to navigate the provider portal? Unsure how to evidence each quality statement? Need more guidance on how ratings are calculated? With the rollout of the sinale assessment framework and changes across the sector, this feature provides the perfect opportunity to have your questions answered and discover how to excel in your next inspection.



## **Sustainability Zone**

Grace Cares has partnered with Care Show Birmingham 2024 to make a remarkable impact, spearheading initiatives that underscore their dedication to sustainability in the care sector.

Follow the journey of Grace Cares on the sustainable, interactive zone. You will find the final 6 pimped up zimmer frames and have your say on which will be the national winner!

Attend the launch of The Sustainability Guide for Care Managers: Did You Deliver Sustainable Care Today? by Hannah Montgomery and Mark Topps. You can also make your own sustainability pledge by scanning a copy of the guide.

CEO of Joshs Care, Lauri Smith, will talk about her carbon journey as a domiciliary care provider. There will also be visual examples from Veolia to demonstrate the waste in care.



## The Care Innovation Hub

Hosted by National Care Forum, find the latest products and services for the care sector.

This annual incubator programme brings together innovators and problem solvers with care providers and people who have lived experience to create solutions to key challenges faced by the care sector.

Following the Care Innovation Challenge back in June, five finalists were chosen to represent the most cutting edge solutions. You can meet all of them in this zone, hear from the innovators in-person and find out more about their journey.

The winning team will receive £1,000 in prize money and further mentoring to develop a viable business.

FIVE ON•A BIKE

## Caring Conversations with Five on a Bike

Hear from our speakers and other industry experts as they sit down with Five on a Bike to discuss about key topics impacting social care. This is your chance to sit down to hear their stories - like they're right in your living room!



## Home Care Lounge

Visit the dedicated area to meet other domiciliary care providers and share your experiences.



## **Retirement Living Lounge**

Meet and network with professionals from different areas of the retirement living community in the dedicated lounge.

## Join the conversation: **#CareShowBHAM24**

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## THIRTY UNDER 30 RETURNS FOR 2024

Together, we want to celebrate the young talent within the sector. Thirty Under 30 highlights exemplary individuals and celebrates their achievements so far in their career. Open to all professionals across the sector, this includes roles in residential care, domiciliary care, nursing, catering, administration, management, construction, and design.

Join us on day 2, Thursday 10 September, to celebrate the Care Show Thirty Under 30 Class of 2024.



Sponsored by:







## Chill & Charge Zone

Running out of battery? Charge your phone with the help of Utopi and you'll be soon ready to continue your exploration of Care Show Birmingham.



## **Quiet & Relax Room**

Find a comfortable quiet space to relax and unwind if the exhibition floor becomes too overwhelming.



## Care Show Birmingham 2024 Wednesday Programme 9 October 2024

HOMECARE

THEATRE

## **CARE KEYNOTE** THEATRE

Chair's opening remarks

Big Ian Donaghy, Dementia Campaigner/

**Regulatory reflections: continuous** 

Building better outcomes in care:

Mark Topps, Co-Founder and Director, The Caring View

Caroline Barker, Legal Director, Healthcare Regulatory

Adam Purnell, Co-Founder and Director, The Caring View

Julie Garrity, Independent Health and Social Care Advisor

how collaboration between care providers

and digital care systems drives quality care

**Empowering caregivers: building resilience** 

and collaboration with positive emotions

Dr Ant, Author, Founder & Creator, Switched on Thinking®

Matthew Stewart, Chief Product Officer - Nourish Care

improvement in care quality

Sponsored by:

Speaker, BIGIAN.CO.UK

10:25 - 10:30

10:30 - 11:00

11:05 - 11:35

Sponsored by: Nourish

11:50 - 12:20

12:45 - 13:15

13:30 - 14:00

14:15 - 14:45

Session sponsored by

Sponsored by: OneTouch Health

Different not worse: why we need

Big Ian Donaghy, Dementia Campaigner/

Getting your evidence right

for your CQC inspection

The Affinity Care Group Limited

The Affinity Care Group Limited

magnificently different people in care

OneTouch Health

Speaker, BIGIAN.CO.UK

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Vanetouch

Sponsored by: 🐝 Log my Care

10:10 - 10:15 Chair's opening remarks Trudie Fell, CEO & Founder, Bellevie

10:15 - 10:45 Getting to "Outstanding": total quality management for home care businesses Amanda Keeler, Compliance Manager, Walfinch

10:55 - 11:25 Solving the crisis in social care: how the new government

can drive real change Rajiv Tanna, CPO, Birdie Care Rachael Crook, CEO and Co-Founder, Lifted Talent Sponsored by: Birdie

#### 11:35 - 12:05 Effective techniques to de-escalate anxiety and behaviours that challenge Mark Topps, Co-Founder and Director, The Caring View

Elaine Warner, Managing Director, Care **Business Associate Training** 

12:15 - 13:00 Preparing for the future: innovations in homecare

Stella Shaw, Director, StellarCare NW Ltd Trudie Fell, CEO & Founder, Bellevie Simon Osborne, Director of Quality, 'In Home' and Clinical Care & Occupational Therapist, Right at Home UK

#### 13:10 - 13:40 Log my Core Top tips on rostering in care Sam Hussain, Founder and CEO, Log my Care Mark Topps, Co-Founder and Director, The Caring View Sponsored by: Log my Care

13:50 - 14:20 Medication compliance in homecare Gemma Woollard, Practice Coach, Bellevie

14:30 - 15:15 **Multicultural challenges: managing** a diverse workforce Stella Shaw, Director, StellarCare NW LTD

Maaha Suleiman, CEO, CareAlgo 15:25 - 15:55

**Nutritional considerations:** practical tips and guidance Rachael Venditti, South West Chair, National Association of Care Catering

16:05 - 16:35 Cleaning and caring for the fragile skin barrier in ageing skin Jill Sommerville, Scientific Claims Manager, WaterWipes

16:35 - 16:40 **Chair's closing remarks** Lucy Campbell, Chief Executive Officer, Right at Home UK

## **PEOPLE, WORKFORCE & WELLBEING THEATRE**

kata futur♡ Sponsored by:

10:20 - 10:25 Chair's opening remarks Alex Ball, Operations Manager, Stow Healthcare 10.25 - 10.55

## **Veteran Friendly Framework: supporting** veterans in residential care

Kathryn Glass, Veteran Friendly Framework Lead, Roval Star & Garter

11:05 - 11:35 **Communication challenges** in the workplace Rita Chowdry, CEO, Savran Ltd

birdie

11:45 - 12:15 Tribep **Transforming care recruitment** with the right tech James Pratt, Business Development Manager, Tribepad Sponsored by: Tribepad

12:25 - 13:10 A dinner dialogue: come dine with the WAGS Chair: Ann Taylor, CEO, Hilton Nursing Partners Vic Rayner, Chief Executive Officer, National Care Forum Adam Hutchison, CEO, Belmont Healthcare Group

Angela Boxall, Chief Executive Officer, Majesticare Luxury Care Homes Jane Townson OBE, CEO, Homecare Association

13:20 - 13:50 **2024 Love Laundry Awards** Debbie Jones, Sales Manager, Washco Sponsored by: Washco

14:00 - 14:30 Retention: the care workers' perspective Chair: Karolina Gerlich, CEO, The Care Workers' Charity Heather Ciesar, Care Professional, Home Instead Sophie Tracey, Care Assistant, Solihull Home Care Dylan Brown, Support Worker, Bethphage

### 14:40 - 15:10 Unleashing the power of clinical excellence: a journey of compassion,

Michelle Gorringe, Chief Ethics Officer & Co-Founder, Newcross Healthcare Claire Reader, Vice President - Community Care, Newcross Healthcare Alix Ripley, Vice President - HealthForce, Newcross Healthcare

Sponsored by: Newcross Healthcare 15:20 - 16:05

**Relational care: its value** and implementation

Jenny Kartupelis, Visiting Fellow, The Open University Manik Gopinath, Lecturer (Ageing), The Open University Mary Larkin, Emeritus Professor of Care, Carers, and Caring, The Open University

16:05 - 16:35 LGBTQ+ inclusion: meeting the feedback requirements of the CQC **Single Assessment Framework** Jim Glennon, Policy Director, Pride UK

16:35 - 16:40 **Chair's closing remarks** Alex Ball, Operations Manager, Stow Healthcare

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impact, and innovation



15:00 - 15:30 Menopause matters: steps to improve and sustain support for our teams in the care sector Angela Boxall, Chief Executive Officer, Majesticare Luxury Care Homes

Diane Danzebrink, Consultant, Speaker, Educator & Author, Menopause Support



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## in /Care-Show

## **BUSINESS** THEATRE

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Coolcare

10:15 - 10:20 Chair's opening remarks lain Clague, CEO, The Care Connector Network

### 10:30 - 11:00 Six actionable retention strategies for a winning team winning culture

Godwin Anthony, CEO, KTG Social Care

## 11:10 - 11:40

#### Maximising your online directories to win new customers & build trust

Chair: Tobi Alli-Usman, Founder and Managing Director, Prosperwell Debbie Harris, Managing Director, Autumna Will Blackwell, Chief Executive Officer, Tomorrow's Guide

### 11:50 - 12:20 Session sponsored by CoolCare

Sponsored by: CoolCare

#### 12:30 - 13:15

## Secrets for success: sales and marketing tactics for launching a new care home 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 Stephanie Bowie, Head of Sales, Signature Senior Lifestyle David Martins, Head of Sales, Westgate Health Care

### 13:25 - 13:55

## Compliance is not a compromise

Nikki Walker, CEO, QCS Lindsay Rees, Head of Product Content, QCS Nick Lawford, CEO, Carebeans Sponsored by: QCS

14:05 - 14:50

## Putting the E in ESG: innovation

for sustainable development Chair: Laurie Monaghan, Policy & Consultancy Officer, National Care Forum Claire Johnsen, Head of Innovation, Hallmark Luxury Care Homes Hannah Montgomery, Founder - Marketing, Sustainability and Care Lead, Grace Cares Natalie Morris, Partnerships Manager and Go Green Lead, Autumna Alice Lovatt, Environmental Sustainability Manager, Sanctuary

#### 15:00 - 15:30 Do adult social care organisations have what it takes to innovate?

## What needs to change?

Juliette Malley, Associate Professorial Research Fellow, London School of Economics and Political Science Valentina Zigante, Research Fellow and Fellow of the SSCR, Care Policy and Evaluation Centre, London School of Economics and Political Science

### 15:40 - 16:10

How to succeed with the new CQC framework: a review of 2024 reports Louie Werth, Director, Care Research

16:20 - 16:25 Chair's closing remarks Iain Clague, CEO, The Care Connector Network

## TECHNOLOGY THEATRE





## 10:15 - 10:20

Chair's opening remarks Lee Trueman, Commercial Director and Co-Founder, Health Automated

#### 10:20 - 10:50

The digital divide and why we Alexis Ali, Managing Director, Big Life Adventure David Holmes, Proprietor and CEO, Peak15

#### 11:00 - 11:30

Simplify your digital transformation journey and elevate your resident

experience through connected care Sean McLoughlin, Co-Founder ResHub, Person Centred Software

Sponsored by: Person Centred Software

#### 11:40 - 12:10

coolcare

Quality .....

What next for digitising social care? Peter Skinner, Programme Director, Digitising Social Care, NHS England

#### 12:20 - 12:50

#### Cyber matters whatever your size: cybersecurity for small providers

Chair: Beverly Futtit, Digital Lead, National Care Forum Daniel O'Shaughnessy, Head of Programme Delivery, Better Security, Better Care, Digital Care Hub Hiro Taylor, Cyber Protect Officer, Thames Valley Police Robert Connor, CEO, Holywell Care

## 13:00 - 13:30

#### Reputation **Ensuring brand promise** in a feedback-first world Ian Parker, Head of Marketing, We Care Group

Sponsored by: Reputation 13:40 - 14:25

## CQC, care technology and compliance: how

to find the right care tech for your service Chair: Louie Werth, Director, Care Research Geraint Thomas, Technology Transformation Partner, Guided Innovation Ltd Liam Palmer, Service Manager & Director, Care Tech Guide Blythe Senior, Director of Professional Services, Guided Innovation Panetouch

## 14:35 - 15:05

Session sponsored by OneTouch Health Sponsored by: OneTouch Health

### 15:15 - 15:45

#### Data-informed decision making: how care professionals can leverage AI to navigate compliance and enhance care quality

Chair: Sangha Chakravarty, Founder & CEO, InvictlQ Mark Topps, Co-Founder and Director, The Caring View Neil Draper, Head of Operations, Aston Transitional Care Kim Horton, Director & Registered Manager, Believe Care And Support

#### 15:55 - 16:25 Maximising the use of smart data and using AI to improve care

Chair: Keiron Broadbent, Chief Executive Officer, West Midlands Care Association Kez Spelman, Director for Innovation and Community Resilience, Provide Community Matt Oxley, CEO, Wippet - The Healthcare Marketplace Katie Thorn, Project Lead, Digital Care Hub Liam Palmer, Service Manager & Director, Care Tech Guide Peter Otto, Chief Product Officer, Sentai.ai Hosted by Driven By Health with Care

## 16:25 - 16:30

Chair's closing remarks Lee Trueman, Commercial Director and Co-Founder, Health Automated

## **DESIGN, BUILD & ENVIRONMENTS THEATRE**

Amara

Sponsored by: Hammona

10:10 - 10:15 Chair's opening remarks Russell Pillar, Interiors Consultant/Director, Interiors by Amara Hammond 10:15 - 10:45

The Ultimate Interior Finishes Checklist Chair: Lori Pinkerton-Rolet, Director, Park Grove Design Chair: Lori Pinkerton-Koler, Director, Park Grove Design Catherine Helliker, Marketing Manager, Danfloor UK Ltd Kerry Southern-Reason, CEO, The Care Home Interiors Company Diana Celella, Managing Director, Drawing Room Interiors Hosted by Driven By Health with Care

## 10:55 - 11:25

Controd Software

10:55 - 11:25 Caring for both sides: designing an interior to support staff wellbeing and retention Chair: Russell Pillar, Interiors Consultant/ Director, Interiors by Amara Hammond Karolina Gerlich, CEO, The Care Workers' Charity Adam Hutchison, CEO, Belmont Healthcare Group Dudley Sawyerr, Chair, London Care and Support Forum Jen Bernard, Managing Director, Bernard Interiors

11:35 - 12:05 Amara

Lifestyle & activities: how the care setting can support this Paula Cashmore, Product Owner, Achievable Care Quality Community Caroline Benham, Director, Bright Copper Kettles CIC Russell Pillar, Interiors Consultant/Director, Interiors hus America Lammand

Interiors by Amara Hammond Debbie Carroll, Director & Author, Step Change Design Ltd. Sponsored by: Amara Hammond

12:15 - 13:00

12:15 - 13:00 Dementia design: comfort or practicality? Chair: Matt Seex, Editor, The Care Home Environment Michael Davies, Managing Director, Catalyst Interiors Tom Price, National Sector Lead - Healthcare, Fitness & Education, Brewers Decorator Centres Melissa Magee, Managing Director + Architect, Carless + Adams Lynsey Hutchinson, Senior Interior Designer, Dementia Services Development Centre, University of Sterling Kerry Southern-Beason CED. The Care Kerry Southern-Reason, CEO, The Care Home Interiors Company

13:10 - 13:40

### Refurb vs new build: the debate

Chair: Rebecca Garnett Buchma, Managing Director, Fulcrum Care Mahaging Director, Foldom Care Melissa Magee, Managing Director + Architect, Carless + Adams Jay Dodhia, Director and Co-Founder, Serene Care Martin Robb, Managing Director, Impact Health Partners LLP Andrew Winstanley, Chief Executive, Connaught Care CBRE

## 13:50 - 14:20 How to optimise cost and generate cost

Nicole Watson, Business Development Director - Care, CBRE Robert Grant, Care Business Unit Director, CBRE Sponsored by: CBRE

14:30 - 15:00

## Bright ideas: the power of colour in care spaces Chair: Diana Celella, Managing Director,

Drawing Room Interiors Emily Arch, Contract Design Manager, ILIV Lynsey Hutchinson, Senior Interior Designer, Dementia Services Development Centre, University of Sterling Lauren Burnett, Architectural & Design Consultant, Crown Paints

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15:10 - 15:55 Interior excellence: the importance of getting it right Chair: Big Ian Donaghy, Dementia Campaigner/Speaker, BIGIAN.CO.UK Angela Fletcher, Group Chief Executive Officer, Yorkshire Care Group Anita Astle MBE, Managing Director, Wren Hall Nursing Home Mike Padgham, Managing Director, Saint Cecilia's Care Group

## 16:05 - 16:35

Sensory care environments: what do we mean by this? Chair: Jacqui Smith, Interior Designer, HomeSmiths Ltd

Pritesh Nathwani, Director, Symphony Hearing Peter Kerr, Director, Atelier Ten Jonathan Stainsby, Head of Healthcare, Panaz

## 16:35 - 16:40

**Chair's closing remarks** Russell Pillar, Interiors Consultant/Director, Interiors by Amara Hammond





## Care Show Birmingham 2024 Programme Thursday 10 October 2024

HOMECARE

THEATRE

## CARE KEYNOTE THEATRE

Chair's opening remarks

Big Ian Donaghy, Dementia Campaigner/

The future of social care: what will a

new government bring to the sector?

Vic Rayner, Chief Executive Officer, National Care Forum

Karolina Gerlich, CEO, The Care Workers' Charity

George Appleton, Head of External Affairs,

How changing your digital care

outcomes, care quality and delivery

The State of the Adult Social Care

Sector and Workforce in England:

Navigating challenges & creating

opportunities: a provider perspective

James Bullion, Chief Inspector of Adult Social Care

and Integrated Care, Care Quality Commission

**Thirty Under 30 Awards Ceremony** 

Presented by Big Ian Donaghy, Dementia

Campaigner/Speaker, BIGIAN.CO.UK

Paul Barnes, Chief Customer Officer - Nourish Care

platform to Nourish improves

Social Care Institute for Excellence

Nadra Ahmed Executive Chairman

National Care Association

Sponsored by: Nourish

Strategy, Skills for Care

13:00 - 13:30

13:45 - 14:30

14:45 - 15:45

Sponsored by: Futuru

a Skills for Care report

Jane Brightman, Director of Workforce

Ian Pritchard, Chief Executive Officer,

An update from the CQC

Alternative Futures Group (North West)

Session sponsored by: Alternative Futures

12:00 - 12:45

Sponsored by:

Speaker, BIGIAN.CO.UK

10:10 - 10:15

10:15 - 11:00

11:15 - 11:45

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10:10 - 10:15 Chair's opening remarks Nancy Walters, Chief Operating Officer, Mumby's

10:15 - 10:45 Nurturing excellence: the impact of senior nurse leadership in complex home care Joanna Grant, Health and Social Care Consultant, Solutions in Healthcare

10:55 - 11:25 How to acquire customers via paid social & PPC (Google ads) Josh James Lucy, CEO, Social Media 92 Sponsored by: Social Media 92

11:35 - 12:05 What's happening in homecare? Jane Townson OBE, CEO, Homecare Association

#### 12:15 - 13:00 Evidencing sustainability in home care to meet the CQC framework

Adam Purnell, Co-Founder and Director, The Caring View Mark Topps, Co-Founder and Director, The Caring View Hannah Montgomery, Founder - Marketing, Sustainability and Care Lead, Grace Cares

#### 13:10 - 13:55 Funding options for your homecare business

Holly Baine, Programme Development Lead, Rayne Foundation Christopher Watson, Chief Social Care Policy Advisor, Colligo Labs Derek Breingan, Head of Health & Social Care Sector, Virgin Money Susan O'Sullivan, Head of Grants, Rayne Foundation

14:10 - 14:40 Time to thrive: enhancing well-being through mobility and movement Will Ferguson, Physiotherapist, Clinical Director & Founder, The Caring Physio Iulie Egravey, Senior Franchise Support Manager, Walfur

## Julie Farrow, Senior Franchise Support Manager, Walfinch 14:50 - 15:20

#### Learning from lives and deaths of people with learning disabilities and/or autism Jim McGrath, LeDeR Reviewer, Birmingham and Solihull Integrated Care Board

L. Joanne Walker, Senior LeDeR Reviewer, Birmingham and Solihull Integrated Care Board Emma Pickering, Senior Clinical Quality Assurance Manager, Birmingham and Solihull Integrated Care Board

### 15:20 - 15:25 Chair's closing remarks

Nancy Walters, Chief Operating Officer, Mumby's

## PEOPLE, WORKFORCE & WELLBEING THEATRE

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10:10 - 10:15 Chair's opening remarks Jonathan Cunningham, Chair & Founder, Jonathan Cunningham

deputy\*

kata

The balancing act: supporting hourly workers in a changing economy Gary Harper, Lead Solutions Consultant, Deputy Sponsored by: Deputy

11:05 - 11:35 Beyond boundaries: inclusive exercise for everybody Bailey Greetham-Clark, CEO & Founder, BeGreatFitness

## 11:45 - 12:15

10:25 - 10:55

Professionals

Session sponsored by NHS Professionals Sponsored by: NHS Professionals

#### 12:25 - 13:10 Workforce wellbeing: recognising your employees as the biggest

asset in your organisation Sonia Rai, Founder and Director, Nectar HR Nadra Ahmed, Executive Chairman, National Care Association Karolina Gerlich, CEO, The Care Workers' Charity Julie Farrow, Senior Franchise Support Manager, Walfinch

## 13:20 - 13:50

Can you hear me? Inequalities in access, experience and outcomes for d/Deaf & BSL user and people that are hearing impaired in social care services

Paul Kirby, Senior Performance Development Coach, Care Quality Commission Amanda Williams, Deputy Director of Primary & Community Care, Care Quality Commission

## 14:00 - 14:30

The Lucy & Tim Show - Common Sense Comment About Care: LIVE on the CQC framework Lucy Buxton, Director, LJB Coach Consultancy Ltd

Tim Dallinger, Director, Social Care Consultants Ltd

14:40 - 15:10 People first: recognising the value of the international workforce while navigating home office regulations and audits Dudley Sawyerr, Chair, London Care and Support Forum Matthew Bond, CEO & Co-Founder, Borderless

15:20 - 15:50

## Don't waste my time! Retaining and developing your people

Chair: Jonathan Cunningham, Chair & Founder, Jonathan Cunningham Phil Cracknell, CEO, Medline Consultancy Limited Liz Blacklock, Director Operations, National Association of Care and Supportworkers Carly Rochester, Director/Co-Founder, ME Passport

## 15:50 - 15:55

Chair's closing remarks Jonathan Cunningham, Chair and Founder, Jonathan Cunningham

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## **BUSINESS** THEATRE

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Coolcare

10:10 - 10:15 Chair's opening remarks Lucy Campbell, Chief Executive Officer, Right at Home UK

### 10:15 - 10:45 Building a brand: how to market your care business

Petra Meinlova, Director, Elevate Communications Daniel Jenkins, Commercial Director, Wagada Digital Alfie Jones, Founder and Managing Director, Cahoot Marketing

### 10:55 - 11:25 An easy start to

blended home care Nav Kannan, Vice President, Home Sight Business, Vantiva Sponsored by: Vantiva

### 11:35 - 12:05

Franchising challenges in homecare Cheryl White, CEO And Founder, Apollo Care Franchising Limited Heather Wehrle, Director of People and Brand, Right at Home

12:15 - 12:45

**Session sponsored by Versantus** Sponsored by: Versantus

#### 12:55 - 13:55 Insights and highlights from the **DACHA Study: demonstrating** why care home data matters

Professor Claire Goodman, Professor of Health and Care Research, Centre for Research in Public Health and Community Care (CRIPACC), University of Hertfordshire, Professor Ann-Marie Towers, Professor of Social Care Research, King's College London Anne Killet, Associate Professor - Occupational Therapy, School of Health Sciences, Faculty of Medicine and Health Sciences, University of East Anglia

#### 14:00 - 14:20 **Care Innovation Hub Final**

Beverly Futtit, Digital Lead, National Care Forum

#### 14:30 - 15:00 Learn while you earn with a degree apprenticeship: how to become an influential leader and manager

Nirosha Holton, Programme Director, University of Exeter Sarah Tudor, Senior Lecturer in Leadership and Management and Degree Apprenticeships, University of Exeter Ben Miller, Registered Manager, Evergreen Care Services

## 15:10 - 15:40

The benefits of values-based recruitment Kul Mahay, CEO, Ignite Your Inner Potential Ltd

## 15:40 - 15:45

Chair's closing remarks Lucy Campbell, Chief Executive Officer, Right at Home UK in /Care-Show

## TECHNOLOGY THEATRE

Chair's opening remarks

Officer, Alternative Futures Group

Katie Thorn, Project Lead, Digital Care Hub

Better technology, better lives Andrew Kendall, Chief Commercial

Session sponsored by: Alternative Futures

Emma Davis, Clinical Lead, CSO, PRSB

Mark Walford, CEO & Founder, TrustedCare

Unlocking the power of sensor

technology: practical applications

Geraint Thomas, Technology Transformation

Chair: Alice Ainsworth, Deputy Director, Adult Social

Care Technology Policy & SRO, NHS Transformation

Advancing social care with standards

conformance: how are we progressing?

Rebecca Hughes, Director of Partner Solutions, PRSB

Directorate & Digitising Social Care Programme

Samir Patel, Founder & CEO, iCare Services

Amanda Partington-Todd, Deputy Director of

Adult Social Care, Care Quality Commission

Session by Radar Healthcare

Session sponsored by: Radar Healthcare

Katie Thorn, Project Lead, Digital Care Hub

Al in social care: navigating

Lee Trueman, Commercial Director and

Chris Papadopoulos, Principal Lecturer In

Public Health, University of Bedfordshire

Co-Founder, Health Automated

Vinay Patel, Founder, PredicAire

Paula Cashmore, Product Owner,

Achievable Care Quality Community

The care home enquiry

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and funding strategies

Partner, Guided Innovation Ltd

How is digital technology

changing the care sector?

Bridging the gap between health and

Nilesh Bharakhada, PRSB Clinical Director, GP, PRSB

social care with 'About Me' information

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10:10 - 10:15

10:15 - 10:45

10:55 - 11:15

11:25 - 11:55

12:05 - 12:35

12:45 - 13:15

13:25 - 13:55

14:05 - 14:25

14:35 - 15:05

15:15 - 15:45

ethical boundaries

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Home Sight

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## **DESIGN, BUILD & ENVIRONMENTS THEATRE**

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Amara Hammona

10:10 - 10:15 Chair's opening remarks Russell Pillar, Interiors Consultant/Director, Interiors by Amara Hammond

#### 10:15 - 10:45 Growth and investment opportunities: the untapped potential that lies within existing care homes

Chair: Russell Pillar, Interiors Consultant/ Director, Interiors by Amara Hammond Jimmy Johns, Director of Healthcare Corporate Debt Advisory, Christie Finance Tony Stein, CEO, Healthcare Management Solutions Mehul Shah, Director and Co-Founder, Centrum Group Alison Willoughby, Associate Director, Colliers

Furncare

### 10:55 - 11:25

Session sponsored by Furncare Sponsored by: Furncare

11:35 - 12:05

## The art of attraction: the importance of an effective interior design when marketing your care home

Chair: Russell Pillar, Interiors Consultant/ Director, Interiors by Amara Hammond York Woodford-Smith, Managing Director, Five on a Bike Sally Rasmussen, Managing Partner, Care Marketing Academy Sarah Addiscott, Marketing & Recruitment Director, Sandstone Care Group

12:15 - 13:00 A greener future for care: sustainable design and operation

Chair: Jacqui Smith, Interior Designer, HomeSmiths Ltd Robert Walton, Managing Director, The Lindhurst Group Aaron White, Assistant Director - Corporate Services & Sustainability, Oakland Care Clare Cameron, Architect and Director of Later Living, PRP LLP Jeremy Carter, Company Director, Carter Energy Consulting

## 13:10 - 13:40

#### Compliance and interiors: how to ensure compliance is achieved within your care home interior

Chair: Lindsay Rees, Head of Social Care Content, Quality Compliance Systems Joe Hurst, Social Care K.A.M, Altro Ltd Spencer Brennand, Commercial Director, ILIV Jack Springford, Business Development Manager, SAFE I.S. Ltd Sultana Pasha, Compliance and Quality Director, KYN

#### 13:50 - 14:35 apetito Food for thought: rethinking the dining experience - Session hosted by Apetito

Chair: Clare Hunt, Business Manager, Care Homes, Apetito Jo Bonser, Mealtime Consultant and Trainer, Jo Bonser Consultancy and Training Jane Murphy, Professor of Nutrition, Registered Nutritionist and Dietitian, Bournemouth University Amanda Scott, CEO, Forest Healthcare

sensio

### Session sponsored by Sensio Sponsored by: Sensio

15:45 - 15:50 **Chair's closing remarks** Katie Thorn, Project Lead, Digital Care Hub

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## Welcome to The **Outstanding Society** Learning Lounge!

Joining The Outstanding Society Learning Lounge at the Care Show Birmingham provides a unique opportunity to gain invaluable insights and inspiration from exemplary care providers.

Here you will have the chance to interact with care providers who have not only received outstanding ratings from the Care Quality Commission (CQC) but have also excelled in maintaining and improving their standards. These industry leaders will share their success stories, detailing the specific practices, methodologies, and approaches that propelled them to achieve the esteemed outstanding rating.

Through engaging discussions, workshops, and interactive sessions, you'll have the opportunity to delve into the nuances of what makes a care service outstanding.



## LEARNING LOUNGE WEDNESDAY 9 OCTOBER

### 10:15 - 10:45

Your people and your inspections: hearing from CQC & people who use our services on how understanding diversity supports better quality of care Lara Bywater, Director, The Outstanding Society & LDC Care Sanjay Dhrona, Director & Managing Director, The Outstanding Society & The Close Care Home Debbie Ho, Inspector, Care Quality Commission Rob Hargreaves, Information Service Manager, Skills for Care Hope Lightowler, Person with Lived Experience, Shared Lives

## 11:15 - 11:45 Shine bright: making your awards application sparkle with CQC evidence

James Rycroft, Director, Vida Healthcare and The Outstanding Society Lara Bywater, Director, The Outstanding Society & LDC Care Caroline Cosh, Managing Director and Director, Clifton Home Care and The Outstanding Society Lauren Wraight, Head of Care, LDC Care

## 12:00 - 12:30 Budget busters: mastering enquiries, costs and rates in CQC regulated settings

Samantha Crawley, Director & CEO, The Outstanding Society and Bracebridge Care Ruth French, Director & Operations Director, The Outstanding Society and Stow Healthcare James Rycroft, Director, Vida Healthcare and The Outstanding Society Tom Frost, Commercial Lead, Found by Lottie

#### 13:00 - 13:45 Outstanding CQC preparation for assessments and inspections

Caroline Cosh, Managing Director and Director, Clifton Home Care and The Outstanding Society Lara Bywater, Director, The Outstanding Society & LDC Care Samantha Crawley, Director & CEO, The Outstanding Society and Bracebridge Care Rob Hargreaves, Information Service Manager, Skills for Care

#### 14:00 - 14:55 Live roundtable discussion with the OUT Standing Diversity Forum (OSDF): training model

Sanjay Dhrona, Director & Managing Director, The Outstanding Society & The Close Care Home Zoe Fry, Director, The Outstanding Society Lara Bywater, Director, The Outstanding Society & LDC Care Jenni Page, Communication & Partnerships Lead, The Outstanding Society Lee Gilbert, Marketing Director, Director, Nourish Shannon Hall, Virgin Money Tina Wathern, Head of Education, LGBT Foundation Matthew Attfield, Ashfield Services Sophie Hargreaves, Senior Analyst, Shared Lives Plus Hope Lightowler, Person with Lived Experience, Shared Lives Diane Mayhew, Rights for Residents Campaign Manager, Care Rights UK Drew Hunt, Senior Marketing Officer, PainChek Rory McDonnell, CEO, Cavalry Care Melanie Crew, Senior Policy & Research Officer, Carers UK Phil Harper, Senior Lecturer in Health and Social Care, Newman University Birmingham

#### 16:15 - 16:45 Drinks with the OS & Howden: join us to discuss emerging risks in the sector James Rycroft, Director, Vida Healthcare

and The Outstanding Society Edward Farthing, Senior Account Executive, Howden Group Karen Hedger, Director, Bright Selection Ltd

## THE OUTSTANDING SOCIETY | THE OUTSTANDING SOCIETY **LEARNING LOUNGE** THURSDAY 10 OCTOBER

## 11:00 - 11:30

Going green: how to impress the CQC - the benefits going green can bring and the doors it can open Caroline Cosh, Managing Director and Director, Clifton Home Care and The Outstanding Society

James Rycroft, Director, Vida Healthcare and The Outstanding Society

#### 12:00 - 12:45 SCNACs: spotlight on adult social care nursing

Zoe Fry, Director, The Outstanding Society Deborah Sturdy, Chief Nurse for Adults, Department of Health and Social Care Lucy Gillespie, National Professional Lead, Skills for Care Juliet Green, Head of Workforce Delivery, Skills for Care Karen Roberts, Co-Chair & Group Head of Health and Clinical Governance, North East & Yorkshire SCNAC & Lifeways Group Emily Pimm, Co-Chair & Social Care Deputy Manager, South West SCNAC & St Monica Trust Jo-Anne Wilson, Co-Chair, Midlands SCNAC Louise Keane, Co-Chair & Nurse Educator Lead in Adult Social Care, London SCNAC & North Central London Training Hubs Joanna Grant, Care Quality Consultant, The Superior Healthcare Group

## 13:00 - 13:30

### Managing restrictive practices: guidelines and compliance with CQC standards

Lara Bywater, Director, The Outstanding Society & LDC Care James Rycroft, Director, Vida Healthcare and The Outstanding Society Anna Fee, Senior Associate, Dispute Resolution - Health & Social Care, RWK Goodman Jack Wraight, LDC Care

## 13:30 - 13:45

## Skills for Care's latest State of Care Report - key findings from publication launching today

Samantha Crawley, Director & CEO, The Outstanding Society and Bracebridge Care Rob Hargreaves, Information Service Manager, Skills for Care

## 14:00 - 14:30

## Enhancing clinical governance through effective data management

Samantha Crawley, Director & CEO, The Outstanding Society and Bracebridge Care Ruth French, Director & Operations Director, The Outstanding Society and Stow Healthcare Carrie Taylor, Clinical Lead and Safety Officer, Nourish Care Tandeep Gill, Head of Business Development, PainChek

### 15:00 - 15:30

## Silent night: brilliant risk management that helps you sleep at night

Ruth French, Director & Operations Director, The Outstanding Society and Stow Healthcare Sabrina Meetaroo, Associate Director, Howden Group



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## Welcome to the Retirement Living Show!

This event offers access to sector giants and trending topics within retirement living. Given the close ties between retirement living and the care sector, co-locating these two events creates an ideal environment for you to maximise your knowledge and skills.

You are joining us for this fantastic opportunity to delve into the latest developments and insights in the rapidly expanding sector. From securing financing, identifying prime location, managing construction, refining your business model to attract clients, navigating legal intricacies and architectural considerations, all the way to promoting affordable living options – the Retirement Living Show promises a wealth of practical knowledge from retirement living providers, prominent developers, legal and financial experts.

This is also a great opportunity for you to network with a wide range of peers who share your passion for the retirement living sector (and yes, we are aware there are a lot of different terms for retirement living, maybe you could make it a game to debunk which one is the true winner). Come together to engage in meaningful discussions on the most pressing issues and emerging trends within the sector.

## RETIREMENT LIVING STAGE WEDNESDAY 9 OCTOBER

10:15 - 10:20 Chair's opening remarks

10:20 - 10:50 The importance of intergenerational activities in reducing loneliness Martin Rix, CEO, Belong Kate Jarvis, Wellbeing Lead, The ExtraCare Charitable Trust

11:00 - 11:45 Funding the sector: a look to the future of retirement living Lex Cumber, Sales & Marketing Director, Untold Living

11:55 - 12:25 Session by Royal College of Nursing Claire Sutton, Transformational Lead: Independent Health and Social Care Sector, Royal College of Nursing

12:45 - 14:00 Retirement Living Awards



15:00 - 15:45 Consumer behaviour and insights: how do you increase your sales and what are consumers looking for? Chair: Debbie Harris, Founder, Autumna Amanda Greenaway, Head of Care and Lifestyle, McCarthy Stone Lucia Briant, Marketing Manager, Richmond Villages Bupa Charlotte Curd, Marketing Director, Pegasus Homes

15:55 - 16:25 A change in policy: transforming the future of the UK's social care and housing crisis Sarina Kiayani, Policy and External Affairs Manager, ARCO

16:25 - 16:30 Chair's closing remarks





## RETIREMENT LIVING STAGE THURSDAY 10 OCTOBER

10:15 - 10:20 Chair's opening remarks Melissa Magee, Managing Director + Architect, Carless + Adams

#### 11:00 - 11:30 Specialised dementia care: current priorities and challenges

Michael Wilkes-Spellman, Dementia and Mental Wellbeing Lead, The ExtraCare Charitable Trust Graham Stokes, Director of Dementia and Specialist Service Innovation, HC-One

11:40 - 12:25

#### Designing for ourselves: longevity, retirement and embracing the future Melissa Magee, Managing Director

+ Architect, Carless + Adams George Morris, Director - Architect Technician, Carless + Adams

## 12:35 - 13:05

The potential for tech in retirement housing: better outcomes, better lives Chair: Daniel Casson, Managing

Director, Casson Consulting James Maynard, Product Marketing Director, Health, Support and Care Division, Access UK Steve Secker, Director, Secker Taylor Associates Limited Alyson Scurfield, CEO, TEC Services Association (TSA)

## 13:55 - 14:40

Show me the money! Why is it so hard for women and other underrepresented communities to secure funding in a male dominated investor market Chair: Charles Taylor, Director of Development, Aspen Retirement Ltd

loto lotov, Founder and Managing Partner, Main Set Lizzie Pillinger, Partner, Trowers and Hamlins

## 14:50 - 15:20

Eco-friendly futures: advancing sustainability in retirement living Sonia Parol, Design Director, Inspired Villages James Willcox, Head of Sustainability, Inspired Villages

15:20 - 15:25 Chair's closing remarks Melissa Magee, Managing Director + Architect, Carless + Adams

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**E60** Alzheimer's Society Alzheimer's Society amazon **D11** aidacare Amazon Business ANDOR CARDS **J63** Andor Cards



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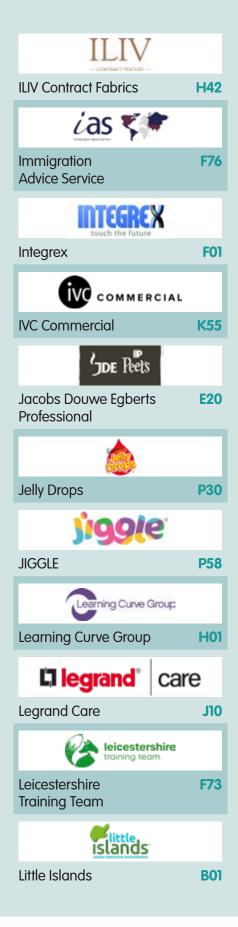




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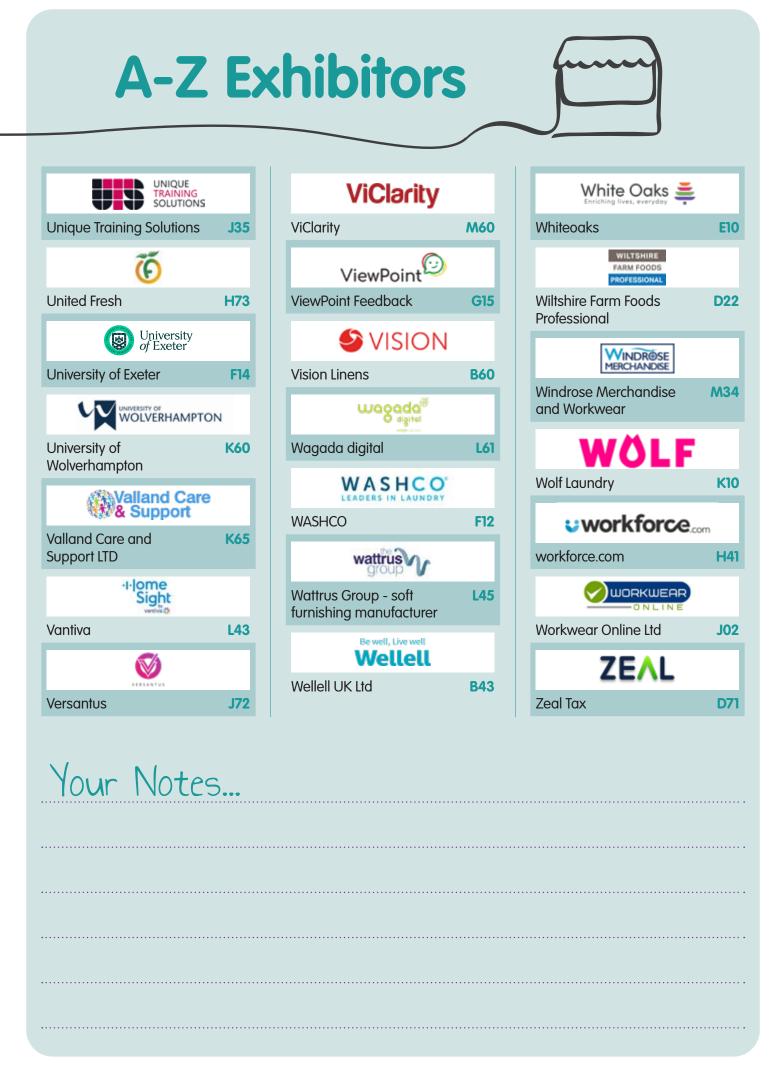
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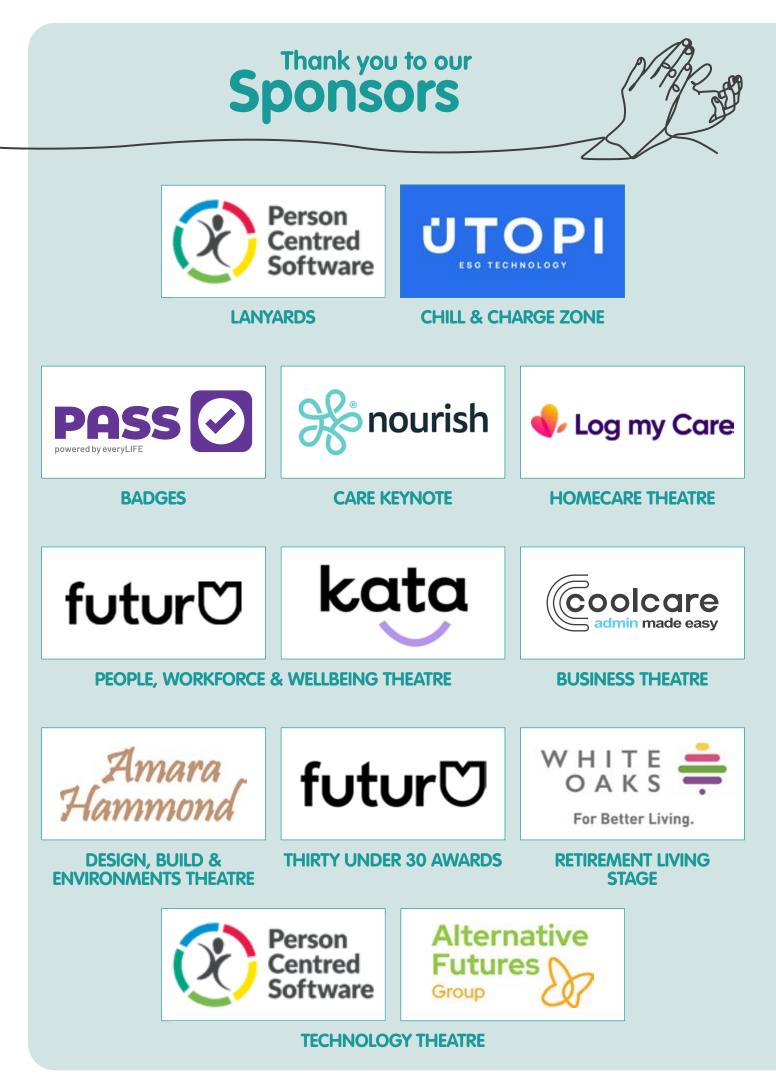
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