



# 2026 show guide

**Includes:** Floorplan | Programme | A-Z exhibitors



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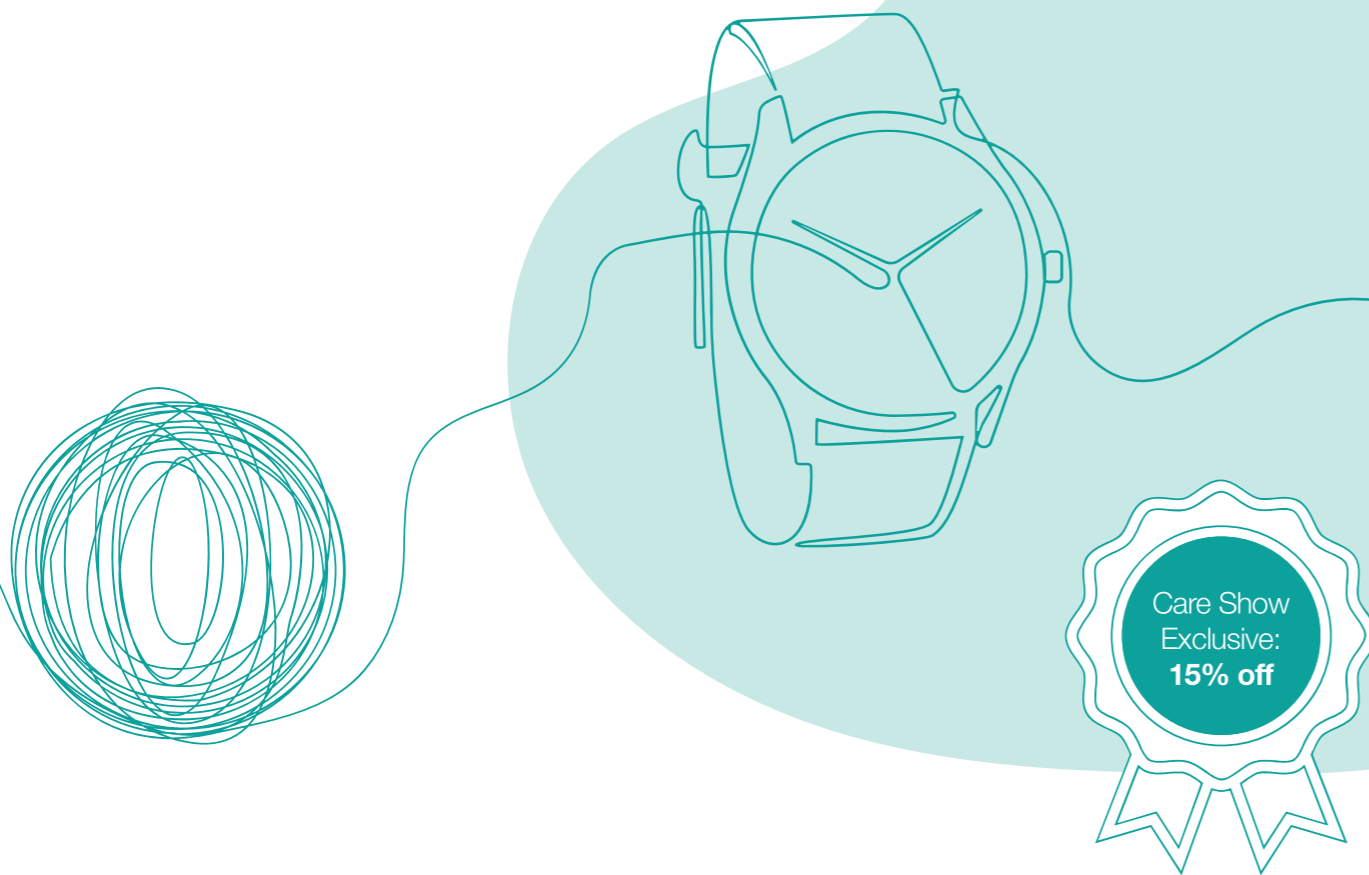
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## Contents

Welcome/Contents	03
Must-see exhibitors	06
What's on?	10-11
Floorplan	12-13
Programme day 1	14-15
Programme day 2	18-19
A-Z exhibitors	22-28
Partners and sponsors	30
Networking evening	31

## Opening times

**Wednesday 29 April 2026**

Doors open: 10:00 - 17:00

**Thursday 30 April 2026**

Doors open: 10:00 - 16:00

## Location

**Hall N5**

**Excel London**

Royal Victoria Dock

1 Western Gateway

London E16 1XL



#CareShow26

# welcome to Care Show London 2026

We are delighted to welcome you back through the doors of Care Show London, the biggest celebration of care in the capital, equipping you with everything required to accelerate your business growth in 2026. With a vibrant exhibition floor full of innovative new partners, you are guaranteed to find the ideal solution providers to support your goals.



At Care Show London, our priority is constantly elevating the event experience for everyone involved. We are thrilled to see the return of popular features like Caring Conversations with Five on a Bike, and the essential CQC Meet the Inspector, Live cooking demonstrations within our Catering, Hydration & Nutrition Theatre and the launch of our Care Show London Networking Drinks at the Waterfront Bar on the evening of Wednesday 29th April.

With a lineup of over 180 specialist speakers ready to address the care sector's most urgent hurdles, you will gain a unique blend of practical ideas and hands-on strategy. Be sure to explore our exclusive partner theatres: The Outstanding Society Learning Lounge, the IHSCM Leadership Theatre and Care Providers' Voice Masterclasses, where sector leaders share their expert perspectives.

Our sincere gratitude goes to our brilliant speakers for volunteering their knowledge, and to our dedicated exhibitors and sponsors for bringing this vision to life. Most importantly, we thank you— our incredible attendees. Your tireless devotion to care is truly inspiring, and we are honoured to continue championing your vital contributions and the future of the entire care profession.

*Matthew Moore*

Matthew Moore  
Show Manager



www.careshowlondon.co.uk



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# must-see exhibitors

 <b>ACUITY LAW.</b>	 Camascope	 CareVision Healthcare Care Management	 <b>CHRISTIE &amp; CO</b>
<b>STAND G70</b>	<b>STAND D20</b>	<b>STAND C23</b>	<b>STAND C17</b>
 delphi care solutions	 MED e-care Your Care, Our Mission	 oneAdvanced	 Person Centred Software
<b>STAND B55</b>	<b>STAND E01</b>	<b>STAND F22</b>	<b>STAND F45</b>
 Philippine Retirement Authority 1985	 RLDatix	 roda <sup>BI</sup>	 sensio
<b>STAND H62</b>	<b>STAND E10</b>	<b>STAND B55</b>	<b>STAND C25</b>
 Sona.	 SyndoraAlto.	 t2 group part of the Mann Corporation	 +well Care Home Services
<b>STAND C40</b>	<b>STAND E40</b>	<b>STAND C62</b>	<b>STAND G79</b>

**QS 3: Caring**

- Your Result: **82.0%**
- MOA Average: **88.4%**

**Top 5 categories**

Primary Secondary Org average MOA benchmark

Clinical Care	~35%
Communication and Consultation	~25%
Agreements	~15%
Financial Statements	~10%
Choice and Dignity	~5%

0% 10% 20% 30% 40% 50%

- All services in the organisation
- Filtered groups and/or services

Annotation: Scalp Head (front)

Description\*  
Small red rash observed on scalp near hairline.

Optionally indicate where on the Scalp in more detail.

Select regions  
Right

**CLIVE IS BACK!**  
He's (literally) bigger than ever... and he's got big news for you.

# CareLineLive now includes MOA Benchmarking

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See CareLineLive and MOA together on stands D15 and D12. Remember to keep an eye out for Clive...



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7-8 October 2026, NEC Birmingham

To register your interest today, visit:  
[www.careshow.co.uk/csl26ad](http://www.careshow.co.uk/csl26ad)



Are you looking for training on learning disability and dementia?

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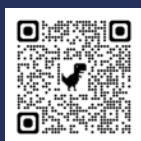
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# what's on?



NEW

## IHSCM Leadership Theatre

A fast-paced, practical, and inspiring programme in a brand new theatre, focusing on developing resilient leadership skills.

Whether you're leading a team, a service, or a whole organisation, the Institute of Health & Social Care Management Leadership Theatre gives you the inspiration, confidence, and practical tools to lead with purpose when it matters most.



NEW

## Networking evening at Waterfront Street Kitchen & Bar

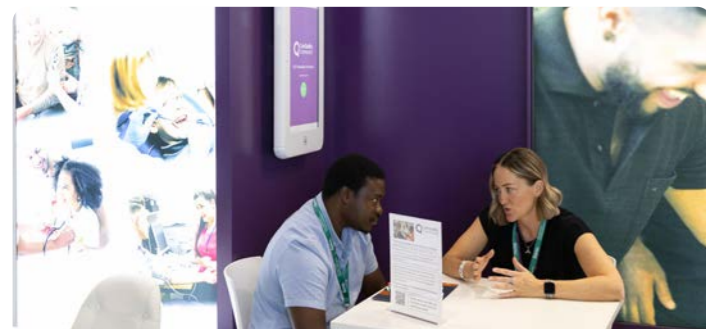
Join us for a networking evening, in partnership with Championing Social Care, on **29 April from 5pm** at the **Waterfront Street Kitchen & Bar**.

meet with industry peers for a great evening to unwind and connect after brilliant conversations at the show.



## Catering, Hydration & Nutrition Theatre

- The Catering, Hydration & Nutrition Theatre is back! This time, every session features live cooking in action.
- Featuring NACC & Care UK Chef of the Year competition winners



## CQC Meet the Inspector

Join a selection of CQC inspectors on their stand to have a relaxed, face-to-face conversation and ask them questions to find out how to excel in your next inspection.



NEW

## Acuity Law's Legal Clinic

The Acuity Law team will be available for drop in conversations, offering practical, sector specific legal guidance to support providers with real world challenges from navigating CQC regulation and workforce issues to managing contracts, governance, and organisational risk.



## Care Providers' Voice Masterclasses

Here you will be able to interact in several 60-minute workshops designed to provide educational content and resources to social care professionals. From bid-writing, business viability, and workforce recruitment to employment rights, digital safety, and preparing for CQC, the Care Providers' Voice theatre promises to cover a wide range of topics.



## The Outstanding Society Learning Lounge

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 sector leaders will share their success stories, detailing the specific practices, methodologies, and approaches that propelled them to achieve the esteemed outstanding rating.



## Apetito VIP & Speakers Lounge

A private area for Care Home Groups where VIPs & Speakers can enjoy a snack and a drink while networking with fellow VIPs.



## Cafe

After lots of exploring the show floor, treat yourself to a coffee and cake. Continue those conversations and start new ones.



## Homecare Association Lounge

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



## Caring Conversations with Five on a Bike

Come along and join conversations led by our partner Five on a Bike.



## Care England Pavilion

Care England Pavilion where we will welcome Care England and a select group of their members.

# floorplan





### Keynote Theatre



**10:15 - 10:20**  
**Chair's opening remarks**  
Angela Boxall, CEO, Majesticare

**10:20 - 10:50**  
**From insight to action: how PCS is building the future of intelligent care**  
Alex Potter, Chief Product Officer, Person Centred Software

**11:05 - 11:35** ●  
**CQC update: our journey, priorities, and what's next for adult social care**  
Chris Badger, Chief Inspector of Adult Social Care and Integrated Care, Care Quality Commission

**11:50 - 12:20**  
**All together now: how connected digital systems support connections in care communities**  
Paul Barnes, Chief Customer Officer, Nourish Care

**12:35 - 13:05** ●  
**Towards a National Care Service: exploring how we raise standards of care**  
Isaac Samuels OBE, Co-Chair, National Co-Production Advisory Group & Think Local Act Personal  
George Appleton, Head of External Affairs, Social Care Institute for Excellence

**13:20 - 13:50** ●  
**Registering with CQC: requirements of registration and our expectations**  
Debbie Cave, Registration Manager, Care Quality Commission  
Lee Bolland, Care Quality Commission

**14:05 - 14:35**  
**Dementia care: how to ensure you're getting it right**  
Clare Jefferies, Business Owner, Home Instead Wimbledon & Kingston  
Fran Vandelli, Dementia Lead, Bupa Care UK  
Sam Dondi-Smith, Consultant Occupational Therapist & Senior Partner, National Dementia Care Accreditation Scheme  
Suzanne Mumford, Director of Clinical & Dementia Care, KYN

**14:50 - 15:35** ●  
**Hacked off: a live cyber-attack demonstration**  
James Rycroft, Executive Director - Specialist Dementia Services & Managing Director, The OS  
Samantha Crawley, Director - Leadership & Wellbeing & CEO, The OS  
Sanjay Dhrona, Director - Diversity, Equality & Inclusion, The OS  
Jonathan Taylor, Divisional Director & Head of Corporate Risks, Health & Care, Howden  
'The Hacker'  
Sam Cattell, Technical Cyber Lead, Digital Care Hub  
Chris Ormond, International Security Operations Lead, Grant Thornton UK Advisory & Tax LLP  
Clive M Cully, Director, Cyber Defence Centre, Technology & Digital, Grant Thornton UK Advisory & Tax LLP

**15:50 - 16:20**  
**Four pillars for happier, healthier residents**  
Thomas Tredinnick, CEO & Co-Founder, Ally Care

**16:30 - 17:00**  
**Check digital timetable for details**

### People & Business Theatre



**10:10 - 10:15**  
**Chair's opening remarks**  
Veronica Anthony-David, Director of People & Organisation Development, Avante Care & Support

**10:15 - 10:45**  
**Sustainability that saves money: real care providers share what actually works**  
Chair: **Hannah Montgomery**, ESG Lead & Co-Founder, Grace Cares  
**Caroline Byram**, Director of Communications & Corporate Affairs, Voyage Care  
**Jo-Anne Wilson**, Registered Manager & Midlands SCNAC Co-Chair, Royal British Legion & SCNACs  
**Paula Cashmore**, Care Quality Consultant, Achievable Care Quality Community  
**Keith Dias**, Founder, Apex Healthcare Services Ltd

**10:55 - 11:25**  
**Positive Behaviour Support: getting it right**  
**Giuseppe Di Martino**, Learning Disability & Autism Commissioner, Slough Borough Council  
**Michael Park**, Head of Positive Behaviour Support, LDC Care  
**Jack Clark**, Restrictive Practice Reduction Lead, Keys Group  
**Christie Beautyman**, PBS Senior Practitioner, Happy Futures Support Specialists Ltd

**11:35 - 12:05**  
**Less admin, more culture: using technology to prioritise people**  
Iain Corrigan, Commercial Director, CoolCare Limited

**12:15 - 13:00** ●  
**Innovation in person-centred care: how to make it real in social care**  
**Beverly Futtit**, Digital Transformation Lead, National Care Forum  
**Rachel Peacock**, CEO, Making Space  
**Keri Smith**, Director of Development, Making Space

**13:10 - 13:40** ●  
**How to elevate CQC compliance and achieve standards for good governance in just 90 days**  
Jean Adamson, CEO & Founder, eGovernance+

**13:50 - 14:35** ●  
**Winning self-funded clients through strategic marketing and sales**  
**Tobi Alli-Uzman**, Managing Director, Prosperwell  
**Lisa Vile**, Head of Sales & Customer Experience, Prosperwell  
**Becky Crichton**, Head of Digital Marketing, Crystal Care Collection  
**Beth Baine**, Account Director, Prosperwell  
**Luke Venn**, Director, Albert House

**14:45 - 15:15** ●  
**Changing public perceptions of care**  
Chair: **Angela Boxall**, CEO, Majesticare  
**Aneurin Brown**, CEO, Hallmark  
**Rob Martin**, CEO, Anchor Hanover  
**Olivia Curno**, Chief Executive, Elizabeth Finn Holmes  
**Stella Shaw**, Managing Director, StellarCare NW Ltd

**15:25 - 15:55**  
**Talent is your expansion strategy: here's how to harness AI to deliver it**  
**Rachael Crook**, CEO & Founder, Lifted Talent

**16:05 - 16:35** ●  
**A plan for the future: business growth during financial uncertainty**  
**Lucy Campbell**, Chief Executive Officer, Right at Home UK  
**Samantha Crawley**, CEO, EQ Care

**16:45 - 16:50**  
**Chair's closing remarks**  
Veronica Anthony-David, Director of People & Organisation Development, Avante Care & Support

### Technology Theatre



**10:10 - 10:15**  
**Chair's opening remarks**  
Amrit Dhalwal, CEO, Walfinch

**10:15 - 10:45** ●  
**Choosing your record provider: balancing your needs and wants**  
Jon Wilks, CEO & Director, IHSCM  
**Justine Le Bon Bell**, Registered Nurse, Queen's Nurse & Head of Education & Development, Family Nursing & Home Care

**10:55 - 11:25** ●  
**Implementing AI: staying safe whilst taking the first steps**  
**Alyson Vale**, Business & Operations Director, Abbotsford Care (Glenrothes) Ltd  
**Elliott Mandy**, Co-Founder, BrambleAI  
**Rishi Jawaheer**, Founder, Care Vision

**11:35 - 12:05**  
**Leading and celebrating our care workforce**  
**Peter Humphries**, Head of Partnerships, Flourish

**12:15 - 13:00** ●  
**What's happening internationally? How social care across the globe is using technology to improve outcomes**  
Chair: **Daniel Casson**, Managing Director, Casson Consulting  
**Nuno Santos Lopes**, Director of Research & Innovation, Nightingale Hammerson  
**Dr Jane Townson OBE**, CEO, Homecare Association  
**Kate Hamblin**, Professor of Social Policy, University of Sheffield  
**Camille Ung**, Fellow, Nuffield Trust

**13:10 - 13:40**  
**Reimagine outcomes in care: embed AI, data, and intelligence in every workflow**  
**Richard Bedford**, VP of Care, OneAdvanced  
**Sam Vernon**, Care New Business Sales Manager, OneAdvanced  
**Michael Wiley**, VP of Platform Engineering, OneAdvanced

**13:50 - 14:20**  
**AI and interoperability: navigating the next phase of tech in care**  
**Jay Dodhia**, Founder & Director, Serene Care  
**Sarj Radia**, Founder & CEO, CarePoint365  
**Palvi Dodhia**, Founder & Director, Serene Care  
**Adam Abrahami**, CEO & Founder, H2O Networks

**14:30 - 15:00**  
**Getting ready for regulatory change: digital solutions to future-proof governance**  
Chair: **Ogie Sheehy**, Founder & CEO, ViClarity  
**Carrie Pilgrim**, Clinical Assurance Director, Octopus Capital  
**Michael Crutchley**, Chief Executive, The Brendoncare Foundation  
**Carol Toner**, Head of Quality and Service Development, Potens

**15:10 - 15:40** ●  
**Using AI in homecare: what could it mean?**  
**Sarah Sabater**, CEO & Co-Founder, CareYourWay  
**Clare Morris**, CEO, Rethink Partners  
**Chris Ely**, Head of Systems, Right at Home UK

**15:50 - 16:20** ●  
**The care technologist: reshaping models of care and support**  
**Heather Taylor**, National Digital Products Lead, National Care Forum  
**Phil Mack**, Practice Development & Inclusion Lead, Surrey Choices  
**Michaela Green**, Care Manager, Specialist Care Services

**16:30 - 17:00**  
**Choosing the right digital transformation partner: how Sensio delivers customer success**  
**Anthea Corry**, Head of Sales & Marketing, Sensio

### Catering, Hydration & Nutrition Theatre



**10:30 - 11:30**  
**NACC Care Chef of the Year: winning dish demonstration**  
**Ilona Tomza**, Development Chef, Porthaven Care Home  
**Sophie Murray**, Care Chef Competition Judge, National Association of Care Catering

**11:50 - 12:50**  
**The future of nutrition in later life**  
**Valentina Giannelli**, Dietician, White Oaks  
**Darren Neal**, Executive Development Chef, White Oaks (Head of Culinary)  
**Martin Wright**, Executive Development Chef, White Oaks

**13:10 - 14:10**  
**The power of personalised mealtimes**  
**James Leigh**, General Manager of Care Homes, Apetito  
**Bailey Greetham-Clark**, Founder & CEO, BeGreatFitness  
**Jethro Lawrence**, Head Development Chef, Apetito

**14:30 - 15:30**  
**Challenging norms with nutrient-dense, plant-based cooking**  
**Dawn Louise Brown**, Head Chef, Middleshaw Hills Care Home, Crystal Care Collection

**15:50 - 16:50**  
**Cooking for a modified diet: the Barchester Way**  
**Abin Babu**, Senior Head Chef, Barchester Healthcare  
**Melvyn Knights**, Divisional Hospitality Manager (South), Barchester Healthcare

### The Outstanding Society Learning Lounge



**10:30 - 11:00** ●  
**Turning data into better lives: research and outcomes in social care**  
**Zoë Fry**, Executive Director - Nursing & Residential Care, The OS & SCNAC  
**Professor Laura Shallcross**, Professor & VIVALDI Study Lead, University College London  
**Kate Meacock**, Campaigner, Rights for Residents  
**Mike Slator**, Pharmacist & Project Support Specialist, Vivaldi, The OS  
**Lucy Knight**, Vivaldi Social Care Programme Co-ordinator, The OS  
**Jo Wallace**, Interim Deputy Director of Adult Social Care, CQC  
**Sudha Regmi**, Director of Data & AI, Nourish Care

**11:30 - 12:00** ●  
**Caring beyond compliance: how outstanding services empower people with dignity and choice**  
**James Rycroft**, Executive Director - Specialist Dementia Services & Managing Director, The OS  
**Samantha Crawley**, Director - Leadership & Wellbeing & CEO, The OS  
**Debbie Ho**, Inspector, CQC  
**Abi Smith**, Exemplar Ambassador & Person With Lived Experience, Exemplar  
**Caleb Harvey**, Sales Manager - Care Facilities, Accora

**12:30 - 13:00** ●  
**Outstanding ways to manage complaints and incidents: a secret look into the challenges we all face**  
**Samantha Crawley**, Director - Leadership & Wellbeing & CEO, The OS  
**Ruth French**, Director - Policy & Regulation, The OS & Stow Healthcare  
**Kate Meacock**, Campaigner, Rights for Residents  
**Anna Fee**, Senior Associate Solicitor - Health & Social Care, RWK Goodman  
**Rob Hargreaves**, Central Engagement Lead, Skills for Care

**13:30 - 14:00**  
**Safe - medicines management: focus on complex medication and reporting**  
**Caroline Cosh**, Director - Homecare, The OS & Clifton Home Care  
**Valarie Hanson**, Clinical Safety Manager, Camascope  
**Mike Slator**, Pharmacist & Project Support Specialist, Vivaldi, The OS  
**Simon Hill**, Regional Medicines Manager, CQC

### Care Providers' Voice Masterclasses



**10:15 - 11:15** ●  
**Bid writing & business viability**  
**Helen Roberts**, Founder & Manager Director, CPG Executive Consulting Ltd  
**Emily Brook**, Director of Innovation, Care City CIC

**11:30 - 12:30** ●  
**The future of care workforce recruitment: AI, digital referrals & data-driven retention**  
**Neil Eastwood**, Founder & CEO, Care Friends  
**Katie Thorn**, Project Lead, Digital Care Hub  
**Louie Werth**, Director, Care Research

**12:45 - 13:45** ●  
**What will the care workforce look like in 2030?**  
Chair: **Ryan Spencer**, CPV Digital Care Lead, Care Providers' Voice  
**Neil Eastwood**, Founder & CEO, Care Friends  
**Katie Thorn**, Project Lead, Digital Care Hub  
**Louie Werth**, Director, Care Research  
**Emily Brook**, Director of Innovation, Care City CIC

**14:00 - 15:00** ●  
**Safer employment: identifying and managing concerns**  
**Dominic Headley**, Director of Dominic Headley & Associates (DHA), Safer Recruitment, Safer Employment and Safeguarding Consultant

**15:15 - 16:15** ●  
**Workforce dilemmas: employment rights and national minimum wage in social care**  
**Kashif Majeed**, Director, Aston Brooke  
**Bradley Lawrence**, Senior Executive Officer, Promoting compliance, national minimum wage, HMRC

**16:30 - 17:00**  
**Collaborate early, impact everyone: spaces that benefit residents, staff, and investors**  
Chair: **Melissa Magee**, Managing Director + Architect, Carless + Adams  
**Indeep Chana**, Architect Technician, Carless + Adams  
**Karen Nairstone**, Head of Business Development and Partnerships Lead, Bernard Interiors



**STREAMS**

- Workforce, leadership & development
- Technology, AI & digital transformation
- Regulation, quality & compliance
- System, policy & government
- Business sustainability & future planning

### IHSCM Leadership Theatre



**10:10 - 10:15**  
**Welcome and opening remarks**  
**Jon Wilks**, CEO & Director, IHSCM  
**Sue Jones**, Director for Social Care, IHSCM

**10:15 - 10:45** ●  
**How to lead with compassion in times of change**  
Sue Jones, Director for Social Care, IHSCM

**11:00 - 11:30** ●  
**How to manage change in uncertain times**  
Jon Wilks, CEO & Director, IHSCM

**11:45 - 12:15** ●  
**How to communicate under pressure**  
**Oge Ohadomere**, Course Director, Leadership and Management in Health, Coventry University

**12:30 - 13:15** ●  
**Roundtable: how to use compassionate communication to support self-managing teams**  
**Sue Jones**, Director for Social Care, IHSCM  
**Trudie Fell**, CEO & Founder, BelleVie  
**Palvi Dodhia**, Co-Founder & COO, Serene Care  
**Jasmeet Rai**, Social Care Innovator and Consultant, RCH Care Homes  
**Sara Booth**, Managing Director, Complete Care West Yorkshire Ltd.

**13:30 - 14:15** ●  
**Roundtable: how to apply systems leadership in practice**  
**Jon Wilks**, CEO & Director, IHSCM  
**Sonia Rai**, Founder and Director, Nectar HR  
**Craig Oates**, Senior Healthcare Advisor and Independent Advisory and Consulting, St. Vincent's Consulting and TienneCal Ltd.  
**Daniel Casson**, Managing Director, Casson Consulting  
**Gursharan Kaur**, Strategic Partnerships Lead, Feminine Leadership Coach, Founder & Chair, House of Health, Sikhs in Healthcare

**14:30 - 15:00** ●  
**How to practice compassionate leadership**  
**Dudley Sawyerr**, Chair, London Care and Support Forum

**15:10 - 15:30** ●  
**How to build an effective team**  
**Ann Morgan**, Queen's Nurse, MBA, RGN, RSCN, Practice Development Nurse Specialist, Adult Nursing Services, Family Nursing & Home Care, Jersey  
**Justine Le Bon Bell**, Registered Nurse, Queen's Nurse & Head of Education & Development, Family Nursing & Home Care

**15:40 - 16:00** ●  
**How to build resilient teams in complex, high pressure environments**  
**Ingrid Tennessee**, CEO, Quo Vadis Trust

**16:10 - 16:30**  
**How to lead across boundaries in high-pressure environments**  
**Fiona Donaghy**, Associate CIPD, Director, Panache Professional Solutions Ltd

**16:30 - 16:45**  
**End of day networking**  
All welcome

**Scan here for the most up to date programme**



Programme correct at time of printing

Programme correct at time of printing



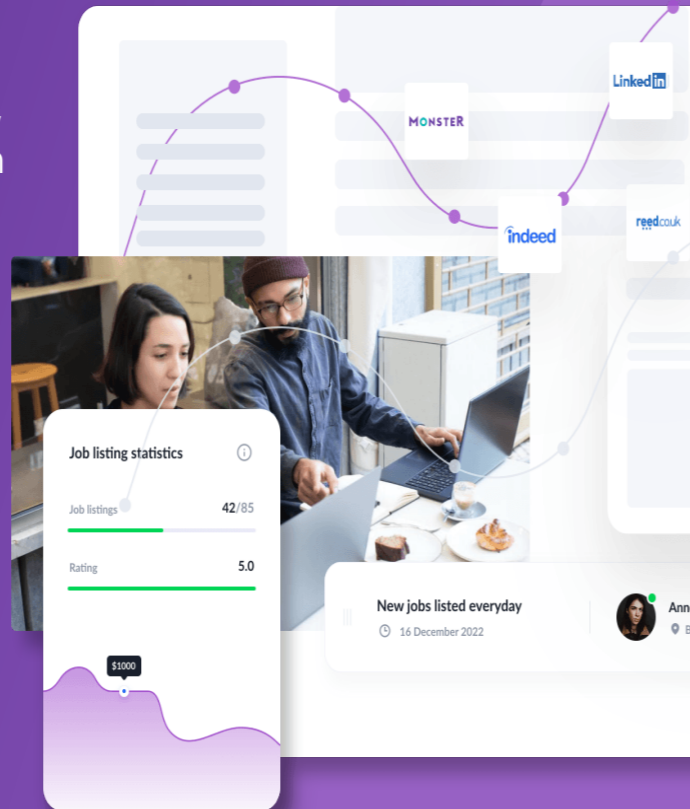
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- Seamless Onboarding
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## Expert Local Financial Advice

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We are locally based fully qualified financial advisers who can help you with:

- Long Term Care Fees Planning
- Equity Release
- Later Life and Estate Planning
- Cash Management and Savings
- Investment Advice
- Retirement Planning
- Protecting your property
- Inheritance tax planning

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### Keynote Theatre

**10:10 - 10:15**  
**Chair's opening remarks**  
 Big Ian Donaghy, Dementia Campaigner/Speaker, BIGIAN.CO.UK

**10:15 - 10:45**  
**Families always answered: meet Eliza, the AI enquiry handler for care providers**  
 Chris Hart, General Manager (AI Agents), Lottie

**10:55 - 11:25**  
**Why we need to get better at death: the impact of compassionate end of life care**  
 Chair: Katie Costello, CPD Accredited Death Educator, End of Life Support Services  
 Joanne Franklin, Clinical Nurse Specialist - Palliative Care, Arthur Rank Hospice  
 Emma Gray, Therapeutic Grief Coach, Rainbow Hunting

**11:35 - 12:05**  
**Caring through challenge: the role of resilience and determination in making a difference**  
 Louis Alexander, Adventurer, Dementia Awareness Champion, World Record Holder, and Adventurer

**12:15 - 12:45**  
**Co-designing in practice: the end of life information needs of people with a learning disability and those who support them**  
 Amy Matthews, Senior Editor, Marie Curie

**12:55 - 13:25**  
**Six priorities for building the care workforce we need**  
 Sarah Gilbert, Head of Adult Social Care Workforce Strategy, Skills for Care

**13:35 - 14:20**  
**Dealing with your local authority: how to navigate challenging relationships**  
 Chair: Dudley Sawyers, Chair, London Care and Support Forum  
 Mei-Ling Huang, Partner, RWK Goodman  
 Mark Tyson, Adult Social Care Commissioning, Transformation and Wider Public Sector Reform, Independent Consultant  
 Charles Taylor, Owner, Taylor and Taylor Care Group  
 Ruth Mabika, Co-Founder & Operations Director, S&P Care Services

**14:30 - 15:00**  
**Check digital timetable for details**

**15:10 - 15:40**  
**30 game-changing ideas for home care in just 30 minutes**  
 Chair: Big Ian Donaghy, Dementia Campaigner/Speaker, BIGIAN.CO.UK  
 Carly Rochester, Director/Co-Founder, ME Passport  
 Ramses Underhill-Smith, Managing Director, Alternative Care Services  
 Dan Archer, UK CEO, Visiting Angels UK  
 Dr Jane Townson OBE, CEO, Homecare Association  
 Tom McEwan, Multi-unit Owner, Home Instead UK - Net Care East Anglia Group Limited

**15:40 - 15:45**  
**Chair's closing remarks**  
 Big Ian Donaghy, Dementia Campaigner/Speaker, BIGIAN.CO.UK

### People & Business Theatre

**10:05 - 10:10**  
**Chair's opening remarks**  
 Veronica Anthony-David, Director of People & Organisation Development, Avante Care & Support

**10:10 - 10:40**  
**Quality and compliance: applying the CQC framework to supported living services**  
 Cheryl Champion, Head of Innovation, Quality & Compliance, LDC Care  
 Dan Gover-Smith, Group Director of Operations, Quality & Practice, Avenues Group

**10:50 - 11:20**  
**Care Managers are not data analysts. What is the solution?**  
 Scott Hooper-Jones, Chief Clinical Data, Care & Operations Officer, Roda BI

**11:30 - 12:00**  
**Making waves: the role of water in elderly mobility and rehabilitation**  
 Chair: Melissa Magee, Managing Director + Architect, Carless + Adams  
 Joe Hubert, Client Relations Director, Innova Care Concepts  
 Jackie Patman, Independent Physio, ATACP

**12:10 - 12:40**  
**Why we need to get better at death: the human perspective**  
 Katie Costello, CPD Accredited Death Educator, End of Life Support Services  
 Mohamed Omer, Co-Founder, Gardens of Peace

**12:50 - 13:20**  
**When staff speak up: whistleblowing and regulatory risk in care services - a legal perspective**  
 Beverley Jones, Senior Partner - Corporate Law, Acuity Law  
 Jenny Wilde, Senior Partner - Regulatory Healthcare Law, Acuity Law  
 Juliette Franklin, Partner - Employment Law, Acuity Law

**13:30 - 14:00**  
**Mental health and wellbeing support for workforce**  
 Karolina Gerlich, CEO, The Care Workers' Charity  
 Charlene Hunt, Care Worker, Member of Advisory Board and Champions Projects, Care Workers' Charity  
 Elizabeth Cox, Care Worker, Member of Advisory Board and Champions Projects, Care Workers' Charity  
 Ovidiu Popa, Care Worker, Member of Advisory Board and Champions Projects, Care Workers' Charity

**14:10 - 14:40**  
**Keeping people safe: CQC's safeguarding overview for providers**  
 Clair Brown, Safeguarding and Closed Cultures Senior Specialist, Care Quality Commission  
 Hayley Moore, Deputy Director Safeguarding and Closed Cultures, Care Quality Commission

**14:50 - 15:20**  
**Unexpected deaths in care settings: case studies, health and safety, common themes, and lessons learnt**  
 Kathryn Kilgerman, Partner, Devonshires Solicitors  
 Samantha Grix, Partner, Devonshires Solicitors

**15:30 - 16:00**  
**Stabilising the workforce: tackling the current recruitment and retention challenges**  
 Chair: Jonathan Cunningham MBE, Chair & Founder, Care Managers' Inner Circle  
 Chair: Katy Hague, Chief Of Staff, Crystal Care Collection  
 Emma Jane Tinkler, Programme Manager, HC One  
 Laura Perry, CEO, Berkley Care Group  
 Cat Webber, Director, hirecat

### Technology Theatre

**10:10 - 10:15**  
**Chair's opening remarks**  
 Richard Stanfield, Franchise Support Manager, Walfinch

**10:15 - 10:45**  
**Ctrl + Care podcast: Care Show special edition**  
 Katie Thorn, Project Lead, Digital Care Hub  
 Michelle Corrigan, Programme Director, Digital Care Hub

**10:55 - 11:25**  
**Your greatest asset: the families you already serve**  
 Joanne Turrell, Log my Care

**11:35 - 12:20**  
**Time, money, workload: using AI to streamline care whilst maintaining responsible use**  
 Chair: Daniel Casson, Managing Director, Casson Consulting  
 Kevin Humphrys, CEO, Oakland Care Group  
 Volt Sacco, CEO & Chair, Fosse Healthcare & Derby, Nottingham and Nottinghamshire Care Associations  
 Jennifer Pearl, Member of National Coproduction Advisory Group, Think Local Act Personal  
 Adam Byrne, Director of Technology, Caremark  
 Jon Handcock, Director of Digital, Leonard Cheshire

**12:30 - 13:00**  
**Digitising Social Care: where we're up to and what's next**  
 Peter Skinner, Programme Director, Digitising Social Care Programme, NHS England

**13:10 - 13:40**  
**The future of care delivery: balancing care, cost, and workforce pressures through connected care and AI**  
 Jonny Newsham, Head of Independent Healthcare, RLDatix  
 Alex Ares, IT and Projects Director, Priory

**13:50 - 14:20**  
**Learning to change**  
 Chair: Lynne Horton, Digital Skills Development Lead, National Care Forum  
 Mike Clarke, Care Manager, Domiciliary, Nautilus  
 Stacey Owen, Community Leader and Director, L'Arche Liverpool

**14:30 - 15:00**  
**The voice of the user: ensuring consensual technology use within working-age adult care**  
 Geraint Thomas, Technology Transformation Partner, Guided Innovation Ltd  
 Cheryl Champion, Head of Innovation, Quality & Compliance, LDC Care  
 Adam Brown, Expert by Experience

**15:10 - 15:40**  
**A north star for digital social care: from paper, to digital, to interoperable care**  
 Alex Potter, Chief Product Officer, Person Centred Software

**15:40 - 15:45**  
**Chair's closing remarks**  
 Richard Stanfield, Franchise Support Manager, Walfinch

### Catering, Hydration & Nutrition Theatre

**10:30 - 11:30**  
**Cost-conscious food: developing nutritious menus that make financial sense**  
 Andrew Mussett, Hotel Services Manager, Care UK  
 Kacper Strzezek, Sous Chef, Care UK

**11:50 - 12:50**  
**Care UK Chef of the Year: texture-modifying a winning dish**  
 Samuel Mort, Hotel Services, Care UK  
 Oli Jackson, Head Chef, Long Stone Manor, Care UK

**13:10 - 14:10**  
**The future of nutrition in later life**  
 Chair: Valentina Giannelli, Dietician, White Oaks  
 Darren Neal, Executive Development Chef, White Oaks (Head of Culinary)  
 Martin Wright, Executive Development Chef, White Oaks

**14:30 - 15:30**  
**Cognition-supporting Vitamin B12 needs our attention: how to incorporate more into meals with ease**  
 Eva Humphries, Clinical Nutritionist, Whole Food Warrior

### The Outstanding Society Learning Lounge

**10:30 - 11:00**  
**Hot weather planning: the complications of planning for extreme conditions and emergencies**  
 Sanjay Dhrona, Director - Diversity, Equality & Inclusion, The OS  
 Ruth French, Director - Policy & Regulation, The OS  
 Patricia Johnson, Care Quality Commission  
 Risha Dhrona, Senior Emergency Preparedness Manager, UKHSA  
 Agnes Jung, Senior Emergency Preparedness Manager, UKHSA  
 Rob Hargreaves, Central Engagement Lead, Skills for Care

**11:30 - 12:00**  
**Regulated, not restricted: innovation and risk**  
 Ruth French, Director - Policy & Regulation, The OS & Stow Healthcare  
 Samantha Crawley, Director - Leadership & Wellbeing & CEO, The OS  
 Lara Bywater, Director - Learning Disability, Autism, Mental Health Care, The OS & LDC Care  
 Jo Wallace, Interim Deputy Director of Adult Social Care, Care Quality Commission  
 Sarah Slater, Director, Home Instead, Rugby  
 Rob Hargreaves, Central Engagement Lead, Skills for Care

**12:30 - 13:00**  
**From compliance to culture: what 'well-led' really means for nursing teams**  
 Zoë Fry, Executive Director - Nursing and Residential Care, The OS & SCNAC  
 Samantha Crawley, Director - Leadership & Wellbeing & CEO, The OS  
 Deborah Sturdy CBE, Chief Nursing Officer, Department of Health and Social Care  
 Karen Roberts, Head of Clinical Governance & Northeast & Yorkshire SCNAC Co-Chair, Lifeways & SCNACs  
 Jo-Anne Wilson, Registered Manager & Midlands SCNAC Co-Chair, Royal British Legion & SCNACs  
 Patricia Johnson, Care Quality Commission

**13:30 - 14:00**  
**Compassionate and CLEAR care plans: all the best ideas for outstanding care & support records across domiciliary, residential, and LD & autism care**  
 Lara Bywater, Director - Learning Disability, Autism, Mental Health Care, The OS & LDC Care  
 Caroline Cosh, Director - Homecare, The OS & Clifton Home Care  
 Debbie Ho, Inspector, Care Quality Commission  
 Abi Smith, Exemplar Ambassador & Person With Lived Experience, Exemplar  
 Paula Gee, Co-Head of Clinical & Quality Assurance, Ashfield Services  
 Rob Hargreaves, Central Engagement Lead, Skills for Care

**14:30 - 15:00**  
**Well-led pride in care: delivering person-centred support for LGBT+ communities**  
 Sanjay Dhrona, Director - Diversity, Equality & Inclusion, The OS  
 Rob Assall, Regional Director - ASC North, Care Quality Commission  
 Tina Wathern, Head of Education, LGBT Foundation  
 Hope Lightowler, Person with Lived Experience, Shared Lives Plus  
 Matthew Atfield, Managing Director, Ashfield Services  
 Karen Hedger, Director, Bright Selection

### Care Providers' Voice Masterclasses

**10:15 - 11:00**  
**Workforce dilemmas: employment rights and national minimum wage in social care**  
 Bradley Lawrence, Senior Executive Officer, Promoting compliance, national minimum wage, HMRC  
 Kashif Majeed, Director, Aston Brooke

**11:15 - 12:15**  
**The future of digital safety in social care: AI threats, automation, and new risks**  
 Chair: Daniel O'Shaughnessy, Head of Programme Delivery, Digital Care Hub  
 Tajinder Singh Bains, CPV Digital Support & Engagement Lead/Managing Director, Quality Healthcare Solutions  
 Sapphire Little, Business Development Manager, The Eastern Cyber Resilience Centre  
 Paul Lopez, Managing Director, The Eastern Cyber Resilience Centre

**12:30 - 13:00**  
**TORN: a lived experience of caring**  
 The Empathy Group, Greenwich Carers Centre

**13:15 - 14:15**  
**The opportunities for care technologies**  
 Matt Skinner, CEO, Care City CIC

**14:30 - 15:15**  
**Preparing for CQC in 2026**  
 Louie Werth, Director, Care Research

**15:30 - 16:00**  
**How care providers can use their website and PPC to increase occupancy**  
 Will Roberts, Founder and Managing Director, WebBox



**STREAMS**

- Workforce, leadership & development
- Technology, AI & digital transformation
- Regulation, quality & compliance
- System, policy & government
- Business sustainability & future planning

### IHSCM Leadership Theatre

**10:15 - 10:30**  
**Welcome back & recap**  
 Jon Wilks, CEO & Director, IHSCM  
 Sue Jones, Director for Social Care, IHSCM

**10:30 - 11:00**  
**How to build emotional intelligence for resilient leadership**  
 Claire Mould, Founder & Director, Curve Strategic

**11:15 - 11:45**  
**How to build thriving teams through recruitment, communication, and compliance**  
 Liz Young, Head of Marketing & Recruitment, Right at Home UK  
 Claire Skilton, Head of Compliance, Right at Home UK

**11:55 - 12:15**  
**How to build a resilient organisation through people-first leadership**  
 Freya Bleakley, People Director, PossAbilities  
 Rachel Law, CEO, CIC

**12:30 - 13:15**  
**Roundtable: how to build resilience in teams and individuals**  
 Sue Jones, Director for Social Care, IHSCM  
 Jasmeet Rai, Social Care Innovator and Consultant, RCH Care Homes  
 Dr Chloe Sellwood, Assistant Director Emergency Preparedness, Resilience and Response (EPRR), NHS England (London)  
 Dr Nat Masters, Head of Services, Illuminate Care Group  
 Charlene Adutwim, Regional Business Manager (Mid & South Essex Reablement), ECL Care Company

**13:30 - 14:00**  
**How to optimise medicines to improve safety, flow, and workforce wellbeing**  
 Seema Buckley, Chief Pharmacist & Director of Medicines & Pharmacy, Honorary Professor of Pharmacy & Pharmacogenomics, NHS North West London, University of Surrey

**14:15 - 14:35**  
**How to lead with authentic courage in tough times**  
 Hayley Robertshaw, CEO, St Martins Care

**14:35 - 14:45**  
**Closing plenary and reflections**  
 Jon Wilks, CEO & Director, IHSCM  
 Sue Jones, Director for Social Care, IHSCM

**15:00 - 15:30**  
**End of day networking**  
 All welcome

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AA Euro Healthcare   B50 	Ashfield Services   B34 	Care Management Matters & Care Choices   A12 
Access FS   IN03 	Aston Brooke Solicitors   E71 	Care Providers Voice   J50 
Access Group   C35 	AWS Private Finance   G42 	Care Quality Commission   E25 
Accora Limited   G60 	Bespoke Bids   J70 	Care Quality Pharmacy   C01 
Acuity Law   G70 	Birdie   F50 	Care Safety Innovations UK Ltd   E47 & F25 
Acutech   IN04 	borderless   J59 	Care Sector Events   E77 
AKW   G63 	Bridgman   G12 	Care Surveys   H50 
Algeos   E09 	CACI Ltd   H65 	Care Tutor   F10 
Ally Cares   F40 	Camascope Limited   D20 	Care Vision   C23 
Alpaka   B25 	Care Control   B54 	CareCubed   D60 
Altura Learning   F11 	Care England   D60 	carehome.co.uk and homecare.co.uk   B15 
Alzheimer's Society   B40 	Care Esteem   F21 	CareHomeLife   E74 
Amara Hammond   H20 	Care Forum   H19 	CareHut   H41 
apetito   H20 	Care Home Management   A51 	CareLineLive   D15 
Arjo   D10 	Care Innovation Challenge   A20 	CareMeds   D40 

Carless + Adams Architects   E73 	Confident Competence   B61 	Davenport Solicitors Limited   F05 
Centrim Life   B20 	Connect studio   F20 	Delphi Care Solutions   B55 
CF Fundraising   A23 	Continuity Training Academy   A24 	Deputy   C53 
Championing Social Care   B35 	CoolCare   E20 	Devonshires LLP   XXX 
Checkmate Software   IN09 	Correct Care Training   F65 	Digital Care Hub   A01 
Christie & Co   C17 	CQC Experts   G20 	Dr Cost   G50 
Clearer Care   F67 	Creed Foodservice   D60 	Earzz Limited   G19 
Cloda   H47 	Cyber Centre of Excellence   A10 	EaseFix   E23 

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Elis   E63		Freddie's Flowers   C63		Howden   A48	
Envision Communications   J10		Fresh Spot   C55		hx care   C15	
Ethel   E51		FreshWipes   C10		Institute of Health & Social Care Management   H11	
Etrainu   B11		Fusion eCare Solutions   E59		Immigration Advice Service   B33	
Eureka Capital Allowances   A44		Gainsborough Healthcare Group   E41		Impact Futures Ltd   J30	
Everywhen   D60		Graphene Trace   B42		InDependent Diabetes Trust   A50	
Evondos Group   E55		Green Shield Group   G41		Inna Care   H44	
FaultFixers Maintenance & FM Compliance for Healthcare   E60		Harveys Workwear   E64		Ions Therapy   B63	
First Compliance   IN08		HaysMac   H14		InVentry   F12	
Fixxon   A47		Health Spaces   F62		InvictIQ   C65	
Flexzo Ai   G65		Healthdaq®   H70		JobTrain   C32	
Flourish   B31		Hello Fresh   B41, C72 & F06		Kiesta Care   H46	
Forbes Professional   C61		Hetikal   J60		Kingfisher Phoenix   IN10	
Forum Events   H19		Hikvision   E15		Langzhi digital medical and nursing care technology   C30	
Found by Lottie   D41		Homecare Association   F66		Lester Aldridge   H52	
Fragomen LLP   E78		HomeSight by Vantiva   C20		Lifted Talent   F20	

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Lumio   A13 	Money Penny   G51 	Philippine Retirement Authority - PRA   H62 
Macmillan Cancer Support   H10 	My Learning Cloud   F61 	Photo ID Card People   J55 
Magic Notes   D60 	NaDCAS   D60 	Possum Limited   G45 
Magnit Global   J49 	Neuven Solutions Ltd   D60 	QCS   E10 
Making Space   A19 	Nobi   H71 	Rangewell   E03 
Marie Curie   E61 	Nourish Care   D30 	Reco Surfaces   G14 
Matthew Algie Coffee Ltd   C74 	OneAdvanced   F22 	Redstone Psychology And PBS Ltd   A11 
ME Passport   G01 	OneTouch Health Group   D25 	Reputation   C52 
MED e-care Health Care Solutions Ltd   E01 	Ontex   G40 	RLDatix   E10 
Medecins Sans Frontieres (MSF)   H01 	Painchek Ltd   G21 	RODA BI   B55 
Medpal Pharmacy   C60 	Pairly   J19 	Safety Net Home Solutions   H45 
meet DWIGHT   G55 	Partners&   G43 	Safety Systems Distribution Ltd   D43 
MGR   C02 	Pass   D50 	Screwfix   C71 
MHC Solutions   A54 	PBS UK & PBS Matters   G78 	Scrubs UK   H55 
MOA Benchmarking   D12 	Peopleo   F79 	SeeMeHired   H40 

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SENSIO   C25		Still Skills For Life Ltd   A40		TiHC: Training in healthcare   IN01	
SHIFTCARE   H43		SugarCRM   G02		Touchscreen Company   J41	
Shreeji Training Ltd   B53		Sunday Care therapy   A22		Tribepad   F02	
SightWatcher - Mobile Opticians   IN06		Surecall Medical Recruitment   E69		USB Immigration Consultants   H16	
Signature Dining   C12		Syncurio   F47		ViClarity   E62	
Sleep Action   IN02		Syndora Alto Technology   E40		Voize   G25	
SMI Care   A46		T & S Creative Communications   C67		WebBox   G52	
SO Energy Solar   G10		T2 Group   C62		Weightmans   D60	
Social Care Institute of Excellence   C73		Talnova   A21		Well Pharmacy   G79	
Social Care Nursing Lounge   A42		The Care Connector   G75		Wembley Mortgage Centre   H12	
Softworks   D45		The Care Home Environment   E75		Whiteoaks   B60	
Solar4good UK Ltd   J31		The Care Workers Charity   A53		Whzan Digital Health   E79	
Sona   C40		The Carer   G77		Wibble Foods   F60	
sorted.care   G56		The Cyber Resilience Centre Network   G53		Wiltshire Farm Foods Professional   J43	
SquarePeg Training   IN07		The Health & Safety Group   G15		workforce.com   E45	
Stage Financial Limited   IN05		Thrive   B14		Xemplo   G11	
				Zeltri   B13	

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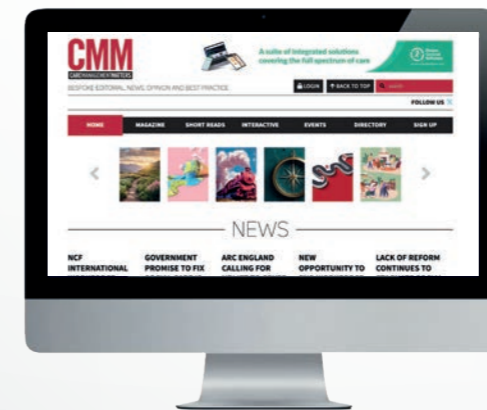


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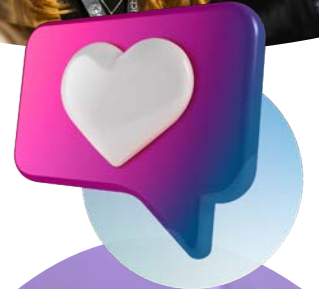
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# join us for networking drinks after the first day of the show!



We're hosting a networking evening on **29 April from 5pm** at the **Waterfront Street Kitchen & Bar**.

This will be a great chance to join fellow senior decision-makers for a fantastic evening to unwind and connect after thoughtful conversations at the show.

Spaces are limited and allocated on a first-come basis.

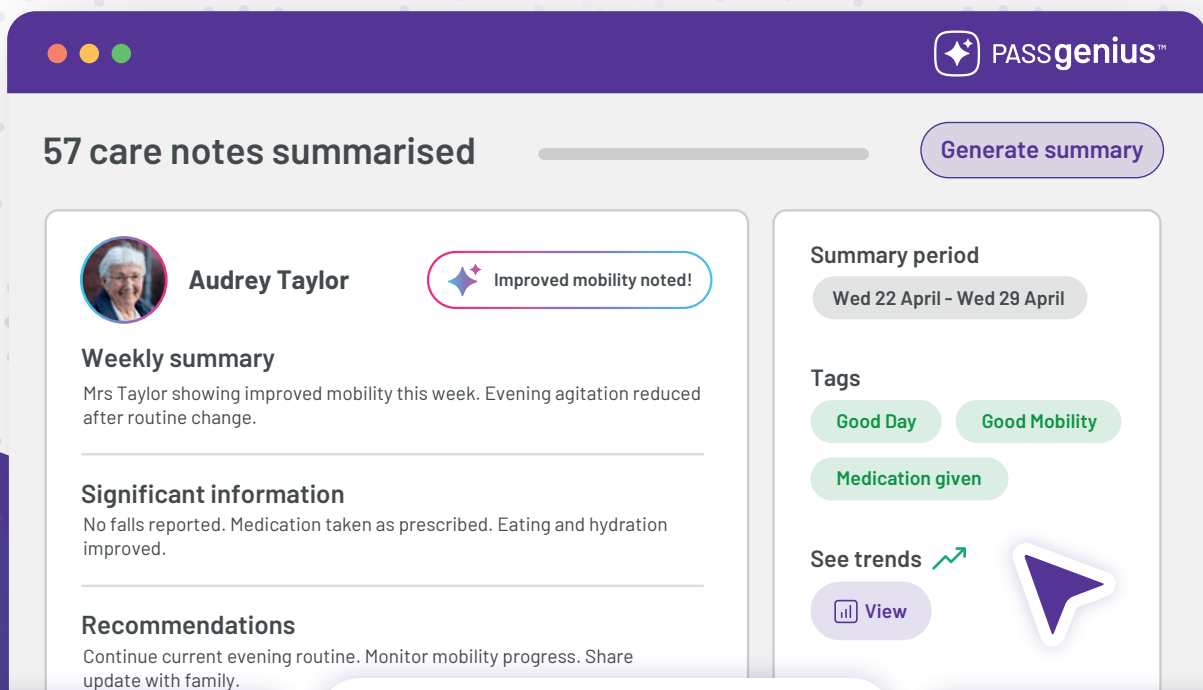
We're excited to welcome you, alongside other leaders in the sector!



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57 care notes summarised Generate summary

**Audrey Taylor** Improved mobility noted!

**Weekly summary**  
Mrs Taylor showing improved mobility this week. Evening agitation reduced after routine change.

**Significant information**  
No falls reported. Medication taken as prescribed. Eating and hydration improved.

**Recommendations**  
Continue current evening routine. Monitor mobility progress. Share update with family.

Summary period: Wed 22 April - Wed 29 April

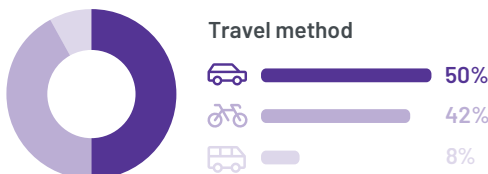
Tags: Good Day, Good Mobility, Medication given

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