



The Outstanding Society's Learning Lounge: Bringing Lived Experience, Innovation and Excellence to Care Show Birmingham

The Outstanding Society is delighted to share this year's agenda for Care Show Birmingham!

With our partners joining us in the Care Village Lounge, we are looking forward to two days of inspiring conversations, shared learning, and valuable networking opportunities. The energy, collaboration, and buzz promise to be electric.

DAY ONE:

Keeping complaints constructive - the year in review. Annual Review of Adult Social Care complaints – The Local Government and Social Care Ombudsman.	Sanjay Dhrona Samantha Crawley Jo Haycock, Assistant Ombudsman Kate Meacock, Person with Lived Experience
Outstanding falls management processes: risk, response and reflection	Caroline Cosh Ruth French Gavin Bainbridge, Operations Manager, CQC
Good nights: discussing outstanding techniques and tools for great support over night	Samantha Crawley Lara Bywater Jayne Brewer, Occupational Therapist, Accora Mike Slator, Project Support Specialist, The OS Simon Yeoman, MD, Trinity Homecare
End of life planning Discussing the challenging conversations around EOL planning	Lara Bywater Samantha Crawley Caroline Cosh Jess Curwen, Inspector, CQC

The Outstanding Society Community Interest Company is a limited company registered in England and Wales.

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Learning from the LGBTQ+ ageing white paper, creating inclusive care and support for older LGBTQ+ communities in the UK	Sanjay Dhrona Caroline Cosh Lottie Snow, Operations Manager, ASC Tina Wathern, LGBT Foundation Vinnie Millidge, Person with Lived Experience (Clifton Homecare)
The safeguarding case A live session with the CQC: Jenny was being hoisted into bed and slipped from the sling, resulting in fall to floor including bump to head..... Follow the safeguarding as it unfolds	All OS Directors Philip Boyce, Senior Specialist Advisor - Safeguarding & Closed Cultures, CQC Clair Brown, Senior Specialist - Safeguarding & Closed Cultures, CQC Jon Taylor, Howden
Drinks reception sponsored by Sentinel	To mark the end of day one! Come and meet our directors, partners, and speakers!

DAY TWO:

Building a culture of reflective practice: lessons from nursing for the whole care team This session explores how the principles of reflective practice can be applied across the entire care workforce to strengthen team culture, improve communication, enhance wellbeing, and drive quality improvement.	A Breakfast session kindly supported by Ashfield Services Zoe Fry Paula McLaren RGN BSc MA(Ed), Senior Nursing Adviser for Advanced Practice, Professional Practice, Nursing and Midwifery Council (NMC)
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What makes care feel like home? Creative outstanding experiences through the eyes of people who matter most This unique panel brings together voices from across the care journey, including people living in care homes, individuals receiving support in their own homes and supported living.	Caroline Cosh Kate Meacock, Person with Lived Experience, Rights for Residents Abi Smith - A young resident living in a nursing home, Exemplar Ambassador & person with lived experience Judith Buffham, Person with Lived Experience (Clifton Homecare) Chloe Hawkins, Senior Specialist, CQC Luke, Person with Lived Experience (LDC Care)
Team wellbeing: supporting your team to better support people	Samantha Crawley Lara Bywater Karen Hedger, Co-Founder & Director, Bright Selection
Using data to optimise outcomes with Vivaldi Social Care and Get Adult Social Care Data (GASCD)	Zoë Fry Professor Laura Shallcross, UCL Amanda Partington-Todd, CQC Professor Geraldine MacDonald, National Specialty Lead for Social Care, NIHR Mike Slator, Project Support Specialist, The OS Kate Meacock, Person with Lived Experience, Rights for Residents Lucy Knight, Vivaldi Social Care Coordinator, The OS
Money counts: challenging finance, and funding decisions from local authorities	James Rycroft Samantha Crawley

Recording data on digital care records - this is frequently the evidence that Local Authorities use	Mei-Ling Huang, Partner, RWK Goodman Kari Gerstheimer, CEO and Founder, Access Social Care
The OS and Partners: reflections on the two days	

We can't wait to see you there!

Zoë Fry, OS Executive Director of Nursing

The OS is a Community Interest Company (CIC), free to all providers regardless of rating, offering a platform to share and celebrate best practice, support improvement and promote careers in social care. For more information, contact Sonia - info@theoutstandingsociety.co.uk or follow the links below:

