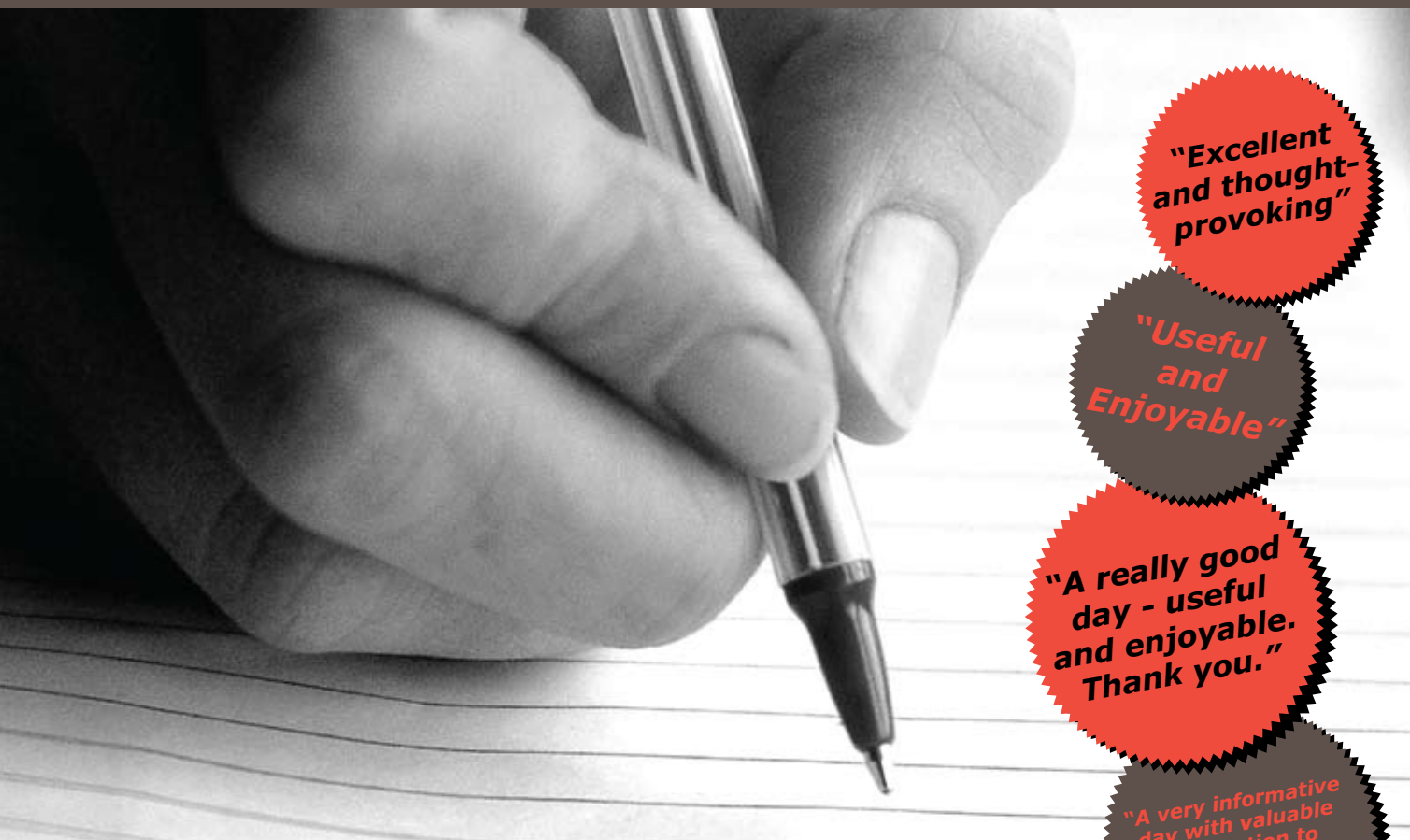


do **therightthing** ----- proudly presents

The Record Business

A national training event aiming to improve recording in care homes.

DERBY - RIVERSIDE CENTRE, PRIDE PARK. **TUESDAY 1 JUNE 2010**



"Excellent and thought-provoking"

"Useful and Enjoyable"

"A really good day - useful and enjoyable. Thank you."

"A very informative day with valuable information to take back to the workplace"

"Very useful and informative conference that generated much discussion and food for thought"

BOOK TODAY

on-line www.rightthing.co.uk/events.html

phone/fax 01332 780 096

e-mail office@rightthing.co.uk

This conference is endorsed by:



THE RECORD BUSINESS: EFFECTIVE RECORDING IN CARE HOMES

We all know we have to do it. But we didn't come into care to write endlessly in files, care plans, daily logs, medication records, handover notes, supervision notes and so on. We want to spend more time with people and less time with paper. But let's make no mistake: recording is essential – we can't do our job without it. The outcome of your inspection reports will be based on the quality of your home's recording. So we need to get it right. The Care Quality Commission's outcome 21 requires that records kept to protect the safety and well-being of service users must be accurate, fit for purpose, held securely and confidential.

We strongly believe that good recording leads to better care practice which leads to better recording which leads to even better care practice and so on. So, good, effective and smart recording will not only meet legal requirements and good practice guidelines but will improve the quality of your work – and, in turn, improve the lives of the people who matter most: those who live in care homes. This unique event brings together all the national experts to show you tons of tips on how to record more effectively. It's an event you can't afford to miss!

PROGRAMME

- 10.00** Introduction and chair's welcome
- 10.10** "It's only words" – the pitfalls of recording and how to avoid them – Graham Hopkins
- 10.30** What inspectors look for in a record – Care Quality Commission (invited)
- 10.50** The importance of communication for relatives – Krys Dylewska
- 11.10** Break
- 11.30** Workshop 1
- 12.45** Lunch and networking
- 1.30** Workshop 2
- 2.45** Break
- 3.00** Workshop 3
- 4.15** Chair's closing comments and lessons learnt
- 4.30** Ends



OUR SPEAKERS



Sharon Blackburn (event chair) is Policy and Communications Director with the National Care Forum, which represents the interests of not-for-profit health and social care providers in the United Kingdom. The NCF is a leading voice in the sector, representing the views and concerns both of carers and those cared for. www.nationalcareforum.org



Graham Hopkins is director of Do the Right Thing. He was previously practice editor of Community Care magazine and is a former head of a local authority inspection unit. He is also author of *An Inspector Calls*, *Plain English for Social Services* and *The Write Stuff: How to write effectively in social and health care*. www.rightthing.co.uk



Krys Dylewska believes her late mother's care in several nursing homes was further hindered by poor communication. Krys, who was supported by the charity Counsel & Care, will discuss her experiences and explore ways of improving communication with relatives. www.counselandcare.org.uk

OUR WORKSHOPS (most will run twice)

MEDICATION RECORDS

- Medication policy - what does a good one look like?
- Medication related procedures - don't leave anything to chance!
- Documentation - what is important and how is it achieved?
- Care plans - the devil is in the detail!
- Q&A session - all your medication questions answered.



Judith Manners BSc(Hons) MRPharmS PgDip(Pharm) is a pharmacist and director of Opus Pharmacy Services, a training company which provides face-to-face and online medication training and related services to the care sector. With over 20 years experience training care staff Judith has built up considerable expertise in current practices and legislative pharmaceutical requirements.
www.opuspharmserve.com

PERSON –CENTRED RECORDING

A person-centred approach to recording emphasises the importance of seeing the individual and not just the case. It reinforces the need for objectivity, but acknowledges the powerful influence of our own subjective perception. We will look at:

- Powers of observation – explores the different ways in which behaviour is interpreted and described
- Being positively objective – explores how the power of language may influence our perception and understanding of service users
- A person-centred approach to recording
- The Daily Log – provides an opportunity to identify poor practice in recording
- "What did you say?" – explores what is relevant to include in the record.



Liz O'Rourke works as a freelance training consultant and was previously employed as a training manager in social services. She is the author of *For the Record* (2002) and co-author of *It's all in the Record* (2005). www.lortraining.com

EFFECTIVE COMMUNICATION IN CARE HOMES

We will look at everyday communication in the care home including the uses of meetings, handovers, supervision and informal chat contrasted with the misuse of notices, memos, written instructions and so on.



John Burton is head of the Association of Care Managers and is a consultant and writer on care home practice and management. He has managed a variety of care homes and headed a voluntary organisation running homes. He is the author of two books: *The Handbook of Residential Care* and *Managing Residential Care*.
www.standardsforpractice.co.uk

PLAIN ENGLISH FOR CARE HOMES

The best recording is that shared with residents and (where appropriate) their families. So we need to our records to be easily understood. This session will look at how plain English can help us to hear the voice of the service user and improve the clarity of our thinking so we can write clear, concise and jargon-free records.



Graham Hopkins is author of *Plain English for Social Services*.
www.righttthing.co.uk

EFFECTIVE CARE PLANNING IN CARE HOMES

This session will:

- explore their own views on record-keeping and what factors may prevent good record-keeping.
- explore how to write in a person-centred way, leaving behind a 'problem-based' approach and discovering a 'needs-based' approach.
- practice writing a care plan page in a systematic, person-centred way.



Cathy Butterworth is a qualified Registered Nurse and has experience in working in a range of settings. She supports homes using the SHARP care planning system, which enables person-centred care to be demonstrated and is continually being updated to reflect current good practice guidelines. She has recently supported social care services in Somerset to improve their quality ratings.
www.cathybutterworth.com

EFFECTIVE APPROACHES TO ASSESSMENT IN CARE HOMES

This session will explore various approaches to assessment. For example, the MDS-RAI (the Minimum Data Set Resident Assessment Instrument) is a standardised assessment system used internationally to raise standards of care in long-term care homes. We will look at how this has been "translated" from the US into English – and what benefits it can bring to care homes.

David Challis is Director of the Personal Social Services Research Unit, University of Manchester and **Angela Worden** is Research Co-ordinator, PSSRU. They are co-authors of the 2008 article "*Care planning systems in Care Homes of Older People*" in *Quality in Ageing*.

OUR VENUE

Riverside Centre

Riverside Court, Pride Park,
Derby DE24 8HY
01332 332044
www.theriversidecentre.co.uk



WHO IS OUR TRAINING EVENT FOR?

Our conference is for any one who is involved in or has an interest in writing and recording in care homes: care providers, care home owners, inspectors, home managers, regional and area managers, care home staff, care managers, social workers, community care workers, relatives, service users, friends and advocates.

Book on-line at www.rightthing.co.uk
Or call or fax **01332 780 096**
or e-mail: office@rightthing.co.uk

The Record Business **BOOKING FORM:**

To confirm your place please return this form to Do The Right Thing, 73 Church Street, Denby Village, Derbyshire, DE5 8PH Or request an electronic form or simply E-mail your details to office@rightthing.co.uk. Or call us **01332 780 096**. Or book on-line: www.rightthing.co.uk

| | |
|---|------|
| Your name(s) | |
| Your job title(s) | |
| Your organisation | |
| email address (for event correspondence) <i>If no email address please give postal address</i> | |
| email address (for billing if different) <i>If no email address please give postal address</i> | |
| Your food, drink and access requirements | |
| Signed | Date |

Delegate Rate (per person, includes buffet lunch and refreshments) Please tick below.

Full Delegate Rate:
£95 (£111.63 inc VAT)

Discounted Rate:
£75 (£88.13 inc VAT)
(for members of ACM, NCF, ECCA
and Relatives & Residents Association)

Payment and cancellation terms

Delegates will be invoiced upon receipt of application. If sending a cheque with registration form please make it payable to "Do The Right Thing Ltd". By filling in this form you agree that cancellations must be made by 1 May 2010 or else full fee will apply. Substitutions are, of course, welcome.