



Evolving change in the care sector

Tuesday 18 May 2010, 9.30am

Richardson Suite, The Hawthorns, West Bromwich

A half-day event for owners and managers of domiciliary care, day care, supported living, and residential care services

The event will focus on preparing provider agencies to meet the requirements for personalisation, moving the social care transformation agenda forward. It will offer a more detailed view of how provider agencies need to evolve to embrace these changes.

There will be a presentation on the implementation of Sandwell Council ASSIST, the council's new contact centre for adult social care.

The workshops will offer providers the opportunity to focus on the current situation. We will also look at the challenges and opportunities involved in delivering the service models required for personalisation. There will be an opportunity for you to ask a panel of experts your questions about issues arising from the workshops.

If you would like to attend please complete the registration form overleaf.

Agenda

- 09:15 Coffee and registration
- 09:30 Welcome – Bernard Natale
- 09:35 Introduction – Glynn Dixon
- 09:45 Introduction to message Wall – Bernard Natale
- 09:50 Sandwell Council ASSIST – Jackie Wilde and Karen Emms
- 10:20 Workshop 1
- 11:05 Break
- 11:20 Workshop 2
- 12:05 Panel
- 12:35 Closing remarks – Glynn Dixon
- 12:45 Lunch

To book please ring:
Felicity Bennet or Anita Kaur on
0121 569 5516

or email: enquiries_personalisation@
sandwell.gov.uk

or return the attached form to:
The Personalisation Team
Adult Services and Health
Lombard Street West
West Bromwich
West Midlands
B70 8EB

Workshops

1. Reaching your market

Looking at future marketing strategies, new partnerships, and advertising new services.

2. Recruiting a suitable workforce

Developing the Personal Assistant market, having flexible employment arrangements, improving training.

3. Being customer led

Offering wider choices, responding to customer needs, offering a flexible service.

4. Business and financial issues

Adapting to changes in contracts, such as, block to spot and framework agreements.

Social Care Provider Event

Evolving Change in the Care Sector

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Name: _____

Organisation: _____

Tel no: _____

Email Address: _____

Workshop Preferences: (please circle)

1. Reaching Your Market
2. Recruiting a Suitable Workforce
3. Being Customer Led
4. Business and Financial Issues

Special dietary requirements: _____