

The 2008 Annual Long Term Care Conference

Quality, choice and value: reality or impossible dream?

London Marriott Hotel, London, W1
Tuesday 4 and Wednesday 5 March 2008

Demands for quality, choice and value in the provision of older people's and mental health services in the UK are greater than ever. They are the principles by which the government expects services of this nature to be delivered. But is the rhetoric of quality, choice and value genuinely deliverable - or is it an impossible dream?

This annual Laing & Buisson event is seen as the most important event in the care services calendar and attempts to answer some of these key questions. In addition, it will bring delegates up to date on the latest policy initiatives; they will hear presentations from regulators, commissioners, providers and funding institutions; and hear opinion from the leaders and innovators in these fields.

We believe that delegates will gain added insights and value from the broad and varied programmes that these two essential events offer.

Day 1 sponsors



Day 2 sponsors



Day 1: Quality, choice and value - older people's services

Chair: Stephen Burke, Chief Executive, Counsel and Care

- 9.00 Registration & coffee
- 9.30 Industry developments and trends
- State of the sector: latest trends in demand, capacity and fee rates
 - Consolidation and the rise of the corporate sector
 - Fair market price for care - prospects in 2008 and beyond
- William Laing**
Director
Laing & Buisson
- 9.45 Keynote presentation
- David Behan**
Director General of Social Care
Department of Health
- 10.15 Industry overview - the changing shape of service provision
- Partnering and consolidation
 - Funding and direct payments
 - Quality and star ratings
- Nigel Reed**
Chief Executive
The Orders of St John Care Trust
- 10.45 Open forum
- 11.00 Morning coffee
- 11.30 Commissioning adult social care
- Developing the self-directed care agenda
 - Is commissioning yet fit for purpose?
 - Strategies for staying within budget - are increasingly stringent eligibility criteria inevitable?
- Jenny Owen**
Director Adult Social Care
Essex County Council
co-chair, ADASS Older People's Committee
- 12.00 Open forum
- 12.05 Delivering excellence in dementia care services: a realistic aspiration?
- Interactive panel discussion with:
- Roger Davies**, Group Chief Executive, **MHA Care Group**
Neil Hunt, CEO, **Alzheimer's Society**
Professor June Andrews, Director of Dementia Services, **Stirling University**
William Laing, Director, **Laing & Buisson**
- 12.50 Networking lunch
- 14.00 Moving the regulation agenda forward
- Key challenges for 2008
 - Quality ratings - the lessons so far
 - The future of social care regulation under the Care Quality Commission
- David Walden**
Business Director, Strategy
Commission for Social Care Inspection
- 14.30 The role of procurement hubs in procuring long term care services
- Maureen Davies**
Purchased Healthcare - category lead
London Procurement Programme
- 15.00 Making consumer choice a reality: is it achievable?
- Interactive panel discussion with:
- Des Kelly OBE**, Executive Director, **National Care Forum**
Martin Green, Chief Executive, **English Community Care Association (ECCA)**
David Walden, Business Director, **Commission for Social Care Inspection**
Annie Stevenson, Senior Policy Advisor, **Help the Aged**
Invitation to: **Naja Felter**, Officer of Fair Trading
- 15.45 Afternoon tea and close

Conference Objectives

These two one-day conferences will explore the current state and future prospects of the long term care sectors for both older people and mental health and specialist care services. Delegates from across the spectrum of providers, commissioners, regulators and policy makers will have the chance to learn, network and discuss the opportunities and challenges they face.

Key issues for debate on day one will include the latest issues, trends and developments in the industry, the changing shape of service provision, moving the regulation agenda forward and the role of procurement hubs in procuring long term care services. Delegates will have the opportunity to participate in interactive panel discussions on delivering dementia care services and making consumer choice a reality.

Key issues for debate on day two will include developments and trends within the independent sector, an overview of the mental health choice agenda, the regulatory issues and commissioning from a plurality of providers.

The organisers

Laing & Buisson is the leading conference organiser, publisher and consultancy specialising in health and community care, with clients and customers drawn from the public and private sectors. Our regular conferences on acute, residential and primary care, and one-off conferences on particular topical aspects of care, are widely recognised as the principal forums for discussion and debate. Among recent publications are the annual market surveys **Laing's Healthcare Market Review 2007/2008**, **Care of Elderly People 2007**, the **Directory of Major Providers of Long Term Care 2007** and **Mental Health and Specialist Care Services UK Market Report 2007**. **Laing & Buisson** also publish the monthly newsletters **Healthcare Market News**, **Community Care Market News** and **Nursery & Childcare Market News**.

Exhibitor opportunities

This two day event offers a unique opportunity for organisations wishing to present their products and services to the influential decision makers from the industry. To discuss the full range of sponsorship and promotional opportunities please call **Emma Hill** on 020 7923 5394 or email emmah@laingbuisson.co.uk

Who should attend

Day One - Older People

This conference will attract providers and purchasers from all areas of the long term care for older people sector, including:

Senior executives from independent and voluntary providers of long term care

Local Authority personnel including:

- Directors of Social Services
- Care Contracting Officers
- Service Provider Managers
- Joint Commissioning Units

From the NHS:

- Consultant Physicians for care of the elderly and Gerontologists
- Chief Executives and board members from Primary Care Trusts
- Elderly services and rehabilitation managers from Community Hospital NHS Trusts
- Strategic Health Authority registration & inspection officers

Proprietors of care homes:

- Corporate
- Individual

CSCI officers

Home care providers and agencies

Nursing agency operators

Registered Social Landlords who support older people

Long term care insurance and reinsurance companies

Banks and other institutions financing long term care schemes

Professional advisers to the private and voluntary schemes

Suppliers of medical equipment

Management Consultants

Day Two - Specialist Services

This conference will attract providers and purchasers from all areas of the long term care for specialist services, including: investors, service providers, professional advisors, commissioners, regulators and policy makers, senior executives and managers within any organisation committed to, or considering involvement in the specialist sectors covered, including for-profit, 'third sector' and public sector agencies.

Day 2: Quality, choice and value - mental health and specialist care services

Chair: Peter Farrier, former Chief Executive Officer, Partnerships in Care

- 9.15** Registration & coffee
- 9.45** State of the sector - independent sector trends and developments
- Mental health hospitals
 - Care homes for learning disabled and mentally ill people
 - Children's services and special schools
- William Laing**
Director
Laing & Buisson
- 10.00** Policy overview
- Mental Capacity Act
 - Mental health choice agenda
 - Fresh agenda for mental health
- Paul Farmer**
Chief Executive
MIND
- 10.30** Partnership working in prison healthcare: the pathways to better mental health for prisoners
- The mental health of our prisons
 - Counting the cost
 - The principle of equivalence
 - Improving care pathways and multi-agency work
 - The benefits of partnership working
- Dr Jeya Balakrishna**
Medical Director, North London Clinic
Partnerships in Care
- 11.00** Open forum
- 11.15** Morning coffee
- 11.45** Commissioning services reflecting independence and control
- Ensuring social inclusion
 - How do we shape services around the individual - quality of life type outcomes
 - Challenges for commissioners in an environment of a plurality of service providers
- Sarah Fellows**
Commissioning Manager Learning Disability and Personality Disorder
Specialised Commissioning Team, West Midlands
- 12.15** Regulation and inspection of services to people with mental health problems and/or a learning disability
- What we are currently doing
 - Likely developments under a single regulator
- Anna Walker**
Chief Executive
Healthcare Commission
- 12.45** Open forum
- 13.00** Networking lunch
- 14.00** Commissioning a plurality of providers to deliver choice in mental health services
- Issues for funding care given changing demand and public expectations
 - How the fair price tool will work - its contribution and limitations
- Amanda Lloyd**
Project Manager
Jonathan Tipler
Health and Social Care Consultant
South East Centre of Excellence
- 14.30** Who wants to be a commissioner?
- A personal perspective of the everyday practicalities in delivering the commissioner's dream at local level
 - How impossible is it? 50:50?
 - What are the key questions? Let's ask the audience.
- John Webster**
Managing Director
The Regard Partnership Ltd
- 15.00** Whose choice is it anyway?
- Attitudes and perspectives on commissioning
 - Independent sector provision of specialised services to the NHS
- Keith Hawley**
Director of Developments
Acorn Acquisitions
- 15.30** Open forum
- 15.45** Afternoon tea and close

The Speakers - day one

STEPHEN BURKE is Chief Executive of Counsel and Care. Previously he was director of Daycare Trust, the national childcare charity. He was leader of Hammersmith & Fulham Council and a non-executive of the local primary care trust.

WILLIAM LAING is a trained economist and the driving force behind Laing & Buisson. William is viewed by many as the leading commentator on private health and community care in this country. The media regularly seeks his comments on industry events and he is frequently invited to speak at conferences.

DAVID BEHAN was appointed Director General of Social Care in the Department of Health and took up post in September 2006. He was the first Chief Inspector of the Commission for Social Care Inspection and prior to that was Director of Social Services, London Borough of Greenwich. In 2003 he was the President of the Association of Directors of Social Services.

NIGEL REED has considerable experience at Board and senior management level in the commercial sector, having worked for Ford, Perkins Engines and Thomas Cook. He has been the Chief Executive of The Orders of St John Care Trust since 2004 and is also a Board Member and the Honourary Treasurer of the National Care Forum.

JENNY OWEN is the Executive Director of Adults, Health & Community Wellbeing at Essex County Council. Jenny is the co-chair of the ADASS Older People's Policy Committee, a member of the ADSS Executive, and has been elected to serve as Vice President of the Association from April 2008.

ROGER DAVIES began his career in the hospitality sector, in general management and finance. He worked for two major charities and an NHS Hospital Trust before becoming Chief Executive of MHA in 2001. Roger is a non-executive Board Member of English Community Care Association.

NEIL HUNT worked for many years in social care before joining the NSPCC. He was seconded to the civil service to work on a wide range of projects in the Home Office and the Department of Education and Skills before taking up the post of chief executive at the Alzheimer's Society.

PROFESSOR JUNE ANDREWS is director of the Dementia Services Development Centre, at the University of Stirling, Scotland. (www.dementia.stir.ac.uk) which provides teaching, research, consultancy, information and policy advice internationally on dementia related issues.

DAVID WALDEN joined CSCI as its Director of Strategy in 2004. He co-chairs CSCI's Older People's Services Improvement Board and is a Non-Executive Director of the Improvement and Development Agency for local government (IDeA). Prior to this he worked for the Department of Health for over 25 years.

DES KELLY is Executive Director of the National Care Forum and was appointed to this post when the organisation was formed in 2003. The National Care Forum is a membership based organisation established to promote quality care outcomes for people receiving care and support services through the not-for-profit sector.

MARTIN GREEN is Chief Executive of the English Community Care Association, the largest representative body for Community Care in England. Martin has had an extensive career in NGO development, both in the UK and internationally and he is a Trustee of the International Longevity Centre and the National Aids Trust.

ANNIE STEVENSON began work in a children's home then became a hospital-based social worker. She went into commissioning leading on learning disabilities contracts. Moving into the voluntary sector she became Head of Care and House Management at the Abbeyfield Society and is now a Senior Policy Adviser for Help the Aged.

The Speakers - day two

PETER FARRIER has worked in healthcare in both the NHS and Independent Sector for 42 years. His 33 years in mental health management included a 21 year spell as Chief Executive of Partnerships in Care. His leadership of the company saw it grow into the market leader for the provision of secure care for NHS patients in an independent sector setting. Peter has been acknowledged with helping to create a market offering widened choice for commissioners and patients, and with opening up the market for other independent providers.

PAUL FARMER is Chief Executive of Mind, the leading mental health charity working in England and Wales. He took up post in 2006. Before becoming Chief Executive of Mind, Paul was Director of Public Affairs for Rethink and was Chair of the Mental Health Alliance from 2001-2006.

DR JEYA BALAKRISHNA is a consultant forensic psychiatrist and currently Medical Director of The North London Clinic and Suttons Manor, hospitals in the group of psychiatric hospitals owned by Partnerships in Care, the leading independent provider of specialist mental health services in the UK. Dr Balakrishna is a keen teacher of healthcare management, law and ethics in undergraduate and postgraduate medical education, having been until 2006 an honorary clinical senior lecturer with Barts & The London School of Medicine, Queen Mary, University of London.

SARAH FELLOWS qualified as an RMN and has worked predominantly in acute psychiatry. She now works a commissioning manager for personality disorder and learning disability within the Specialised Commissioning Team (West Midlands).

ANNA WALKER is Chief Executive of the Healthcare Commission which was created in April 2004. The Commission's role is to promote improvement in health and healthcare through the assessment of the performance of healthcare organisations in both the public and private sectors.

AMANDA LLOYD currently works for the South East Regional Centre of Excellence, one of nine regional centres funded by central government and created to support local authorities with efficiency requirements. Amanda leads on the National Toolkit. This is a set of tools which helps local authorities and providers in establishing a fair price for learning disability residential care and supported living.

JONATHAN TIPLER worked as a residential social worker before moving into research and planning roles. His local government career concluded as assistant Director of Social Services responsible for finance, planning, joint working with health and other sectors, quality assurance, IT and communications. For the last eleven years he has worked as an independent consultant. Currently his projects include work on a commissioning toolkit, procurement and fair pricing of services.

JOHN WEBSTER trained as a Registered Learning Disability Nurse and a Registered Mental Nurse. He left the National Health Service in 1988 to work within the private sector, before setting up The Regard Partnership with John Farragher in 1994; The Regard Partnership has grown to become a leading provider of services for adults and children with complex needs with over 130 homes in England and Wales.

KEITH HAWLEY has worked in the healthcare field as a nurse and a manager for the last 35 years. Clinically his experience has been primarily with the "sharper end" of mental health and learning disability. Forensics, Medium and Low secure, Adolescents and young people and a lengthy stint in Acquired Brain Injury. Managerially he has held positions which have helped him examine the growth of services across the UK, measure their quality and map the developments of this almost hidden, to the general public at least, aspect of the British Healthcare system

Reservation Form

Day 1

Tuesday 4 March 2008

Day 2

Wednesday 5 March 2008

LTCMH2- web

Names and job titles of those attending:

1

2

3 **Book a third delegate at half price**

Company/Organisation:

Address to which conference material should be sent:

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Please indicate which day/s you wish to attend:

Day 1 - £535 VAT: £93.62 Total: **£628.62**

Day 2 - £535 VAT: £93.62 Total: **£628.62**

Both Day 1 and Day 2 Fee: £1000 VAT: £175 Total: **£1,175.00**

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4 By cheque: Payable to Laing & Buisson Ltd

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Please tick here if you do not wish to receive further information from Laing & Buisson

Administration

Venue & location

The London Marriott Hotel, Grosvenor Square, London W1K 6JP Tel: 020 7493 1232

Nearest underground station – Bond Street, served by the Central Line

Accommodation

If you wish to book hotel accommodation close to the Marriott Hotel you can get preferential rates by calling Free Booking Service on 0208 469 1900 or by visiting freebookingservice.co.uk stating that you are a Laing & Buisson delegate.

Fees

PLEASE NOTE THAT PAYMENT MUST BE RECEIVED PRIOR TO THE EVENT

The conference fees are payable in advance in £ sterling. Fees include all refreshments (coffee on arrival, morning coffee, lunch, afternoon tea), conference documentation and other materials. The following discount on full price tickets is available: when **two delegates from the same organisation are booked at the same time, a third person can be booked at half price unless you are already benefiting from the two day rate of £1,175.00**

Cancellation and refund policy

Reservation is a contract. Substitution of delegates is acceptable at any time and notification of substitution should be emailed to conferences@laingbuisson.co.uk or faxed to 020 7841 0048. Cancellations will only be accepted **prior to** Monday 18 February 2008. Written notices of cancellation received before that date will be subject to an administration fee of £75 + VAT per delegate. No refunds can be made on or after this date. In the event of cancellation of the conference by the organisers, liability will be restricted to the refund of fees paid. The organisers reserve the right to make changes to the programme, speakers or venue should this become necessary. Laing & Buisson reserve the right not to offer refunds for cancellations arising from events outside their control.

Joining Instructions

Joining instructions will be sent to delegates approximately two weeks before the conference. If you have not received your joining instructions by 26 February 2008 please email conferences@laingbuisson.co.uk. or call the conference department on 020 7923 5344.

Special Requirements

Please advise us of any special requirements you may have i.e. dietary requirements, wheelchair access, hearing loop.

Contact details:

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Fax: 020 7841 0048

Cannot attend?

Laing & Buisson's conference pack contains powerpoint presentations and commentary on CD. The conference pack is available for this event @ £175 + VAT per day

Please send me the documentation