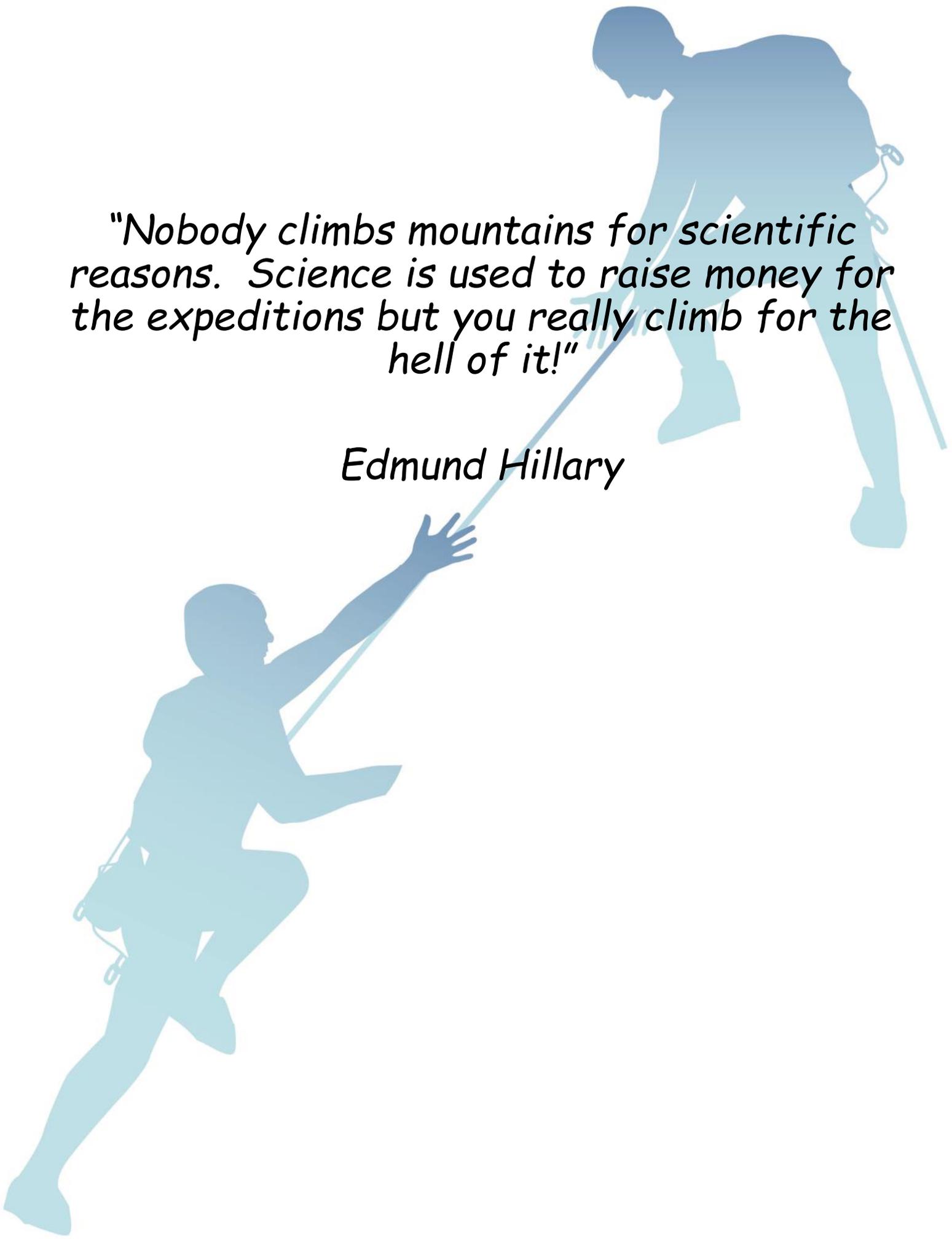


*"Nobody climbs mountains for scientific reasons. Science is used to raise money for the expeditions but you really climb for the hell of it!"*

*Edmund Hillary*





# W E L C O M E

On behalf of ARC NI, I would like to warmly welcome you to our Conference, the 13th delivered since 1999. This year we are delighted that over 100 people will be joining us to explore solutions to address current recruitment and retention challenges facing the social care sector.

The social care workforce is a valuable asset, recognised and valued by providers. They are required by the Northern Ireland population to offer high quality person centred care and support. To date we have over 32,000 registered social care workers but this is known to be insufficient to meet future demands.

There has been much conversation of late, highlighting the challenges of the broader health and social care system as noted within the Department of Health's commitment 'Health and Wellbeing 2026: Delivering together' and more recently within the Expert Panels report 'Power to People'. These documents acknowledge the need to address a whole system reform to ensure sufficient numbers of people with the right value base and skill set are working in community services carrying out a range of essential roles.

This backdrop prompted us to choose our conference theme 'HOW TO CONQUER EVEREST: Exploring recruitment & retention basecamps to reach the social care summit'.

I hope you enjoy today, where together we will understand the future demands placed on social care providers, learn of the Departments' strategy to grow workforce numbers and share top tips based on lessons learnt to inspire you to try new inexpensive techniques that are easy to implement.

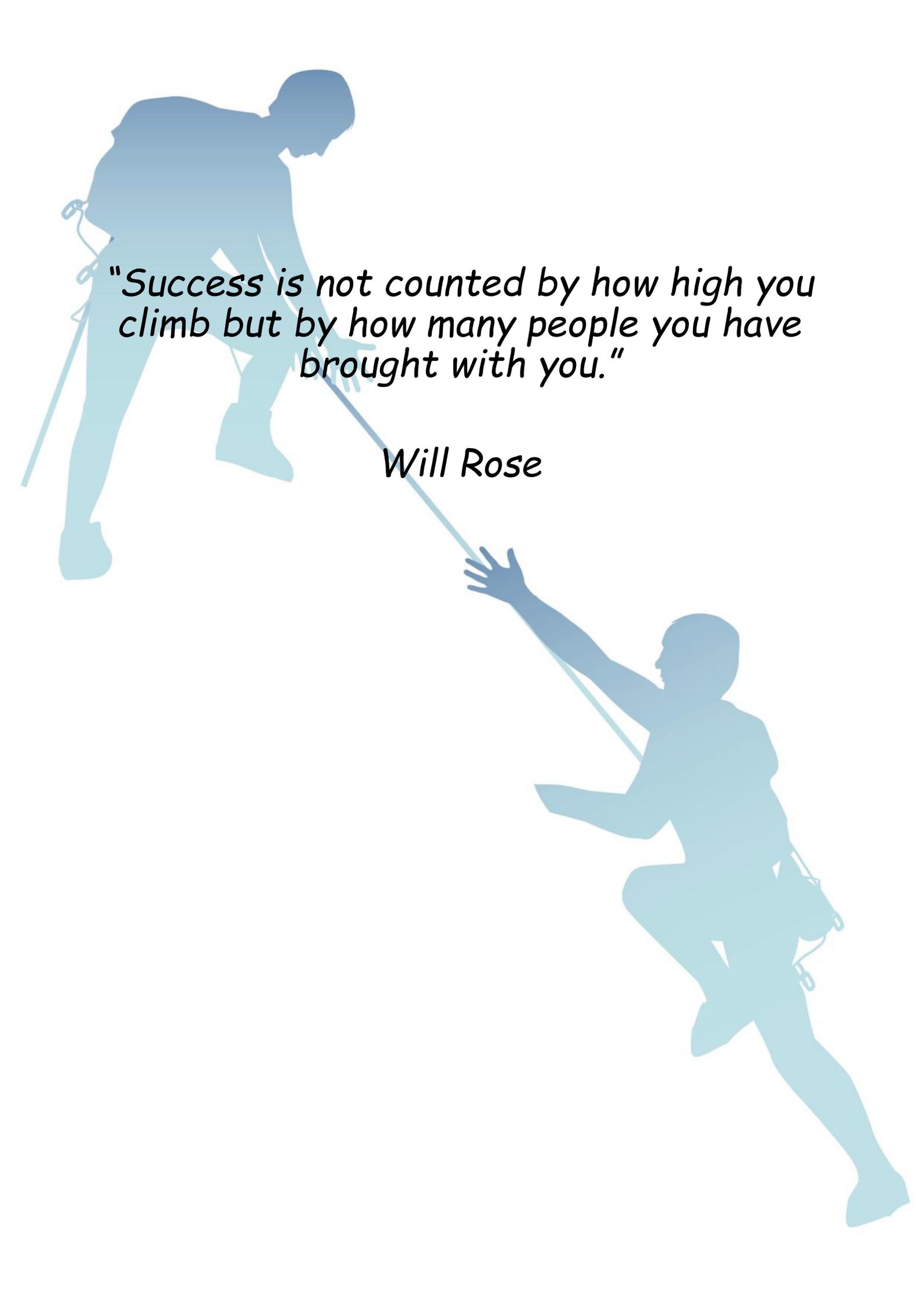
The conference has only been possible through the hard work and support of many, whom I would like to sincerely thank. Specifically:

- All our speakers and workshop facilitators, for willingly offering to contribute
- Modern Office Supplies for their kind gifting of stationery
- Staff at the La Mon Country Club & Hotel for their patience and hard work
- TILII in both their role as roving reporter and co-chair
- The fabulously creative and dedicated ARC NI team who have worked tirelessly behind the scenes

Thank you as always for your contributions, creativity and eagerness to support. I truly believe through creative climbing, the summit will be an achievable journey and hope everyone enjoys the conference.

Leslie-Anne Newton

**Director**

The image features two light blue silhouettes of hikers on a white background. The hiker on the left is positioned higher and is leaning forward, holding a rope that extends diagonally down to the right. The hiker on the right is lower and is reaching up with one hand to grasp the rope. Both hikers are wearing backpacks and appear to be in a climbing or rappelling posture. The overall scene conveys a sense of teamwork and mutual assistance in a challenging environment.

*"Success is not counted by how high you climb but by how many people you have brought with you."*

*Will Rose*



# PROGRAMME



# THURSDAY 17 May

## BALLYGOWAN FOYER

8.45am Registration & Refreshments

## BALLYGOWAN SUITE

9.30am **Climb Now Or Never, Becoming A Mountaineer—Conference Welcome**

**Conference Chairs:** Leslie-Anne Newton, ARC (NI) Director & Laura Clifford, TILII

9.40am **What 'Good Support' for Me Looks Like**

**Gerard Regan, Simon Community; & Francis Mayes, Positive Futures**

Two speakers will tell us about the support they received from social care, what impact support staff had in their life and describe what qualities/attributes/values they think makes a good support worker.

10.00am **How Long is the Climb Ahead**

**Colum Conway, CEO, Northern Ireland Social Care Council**

Colum will share the key themes from a report recently published by NISCC, describing the current workforce and the future demand to be met by social care staff.

10.10am **Using the Guidebook to Map the Best Route**

**Andrew Dawson, Acting Director of Workforce Policy, Department of Health**

Andrew will provide an overview of the Department of Health's health and social care workforce strategy and in particular, the implications and possibilities for social care.

10.20am **Workshops 1**

## BALLYGOWAN FOYER

11.30am **BREAK**

12.00pm **Workshops 2**

## MILFORD SUITE

1.00pm **LUNCH**

## **BALLYGOWAN SUITE**

### **2.00pm Social Care—A Career Choice**

**Seanna Davison (Support Worker), Simon Community; & Kerry Mallon (Acting Operations Manager), Positive Futures**

Two speakers will tell us how they came to work for a social care employer, their motivation to join the social care sector and describe their professional journey.

### **2.15PM The Mountaineer's Guide to Smart Techniques and Inexpensive Crash Pads**

**Neil Eastwood, Author of Amazon #1 Best Seller *Saving Social Care* and Founder of Sticky People Ltd.**

Neil will share the best practice methods of growing and keeping frontline staff despite challenging conditions, based on his global research findings.

### **3.45pm How Best to Simul Climb**

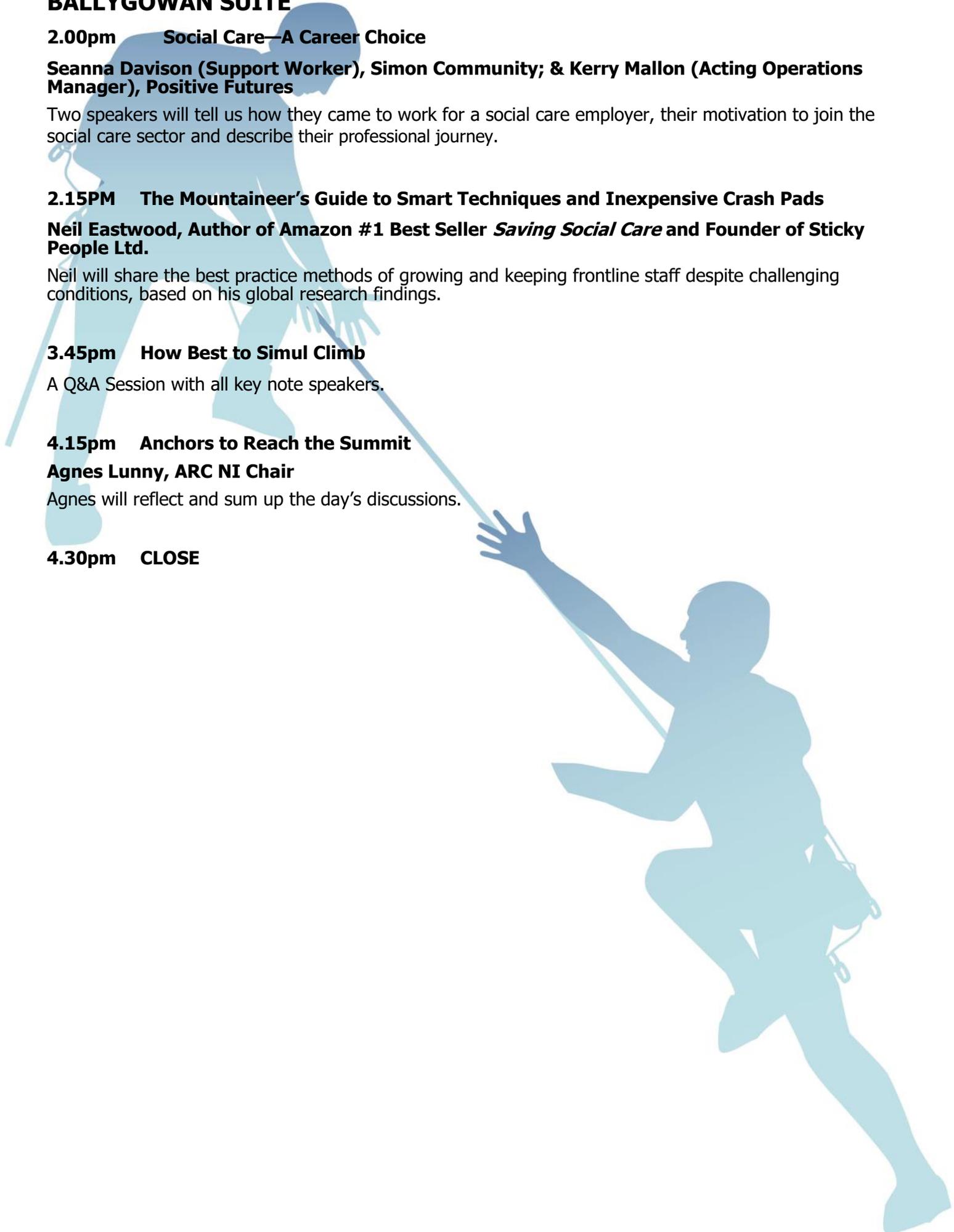
A Q&A Session with all key note speakers.

### **4.15pm Anchors to Reach the Summit**

**Agnes Lunny, ARC NI Chair**

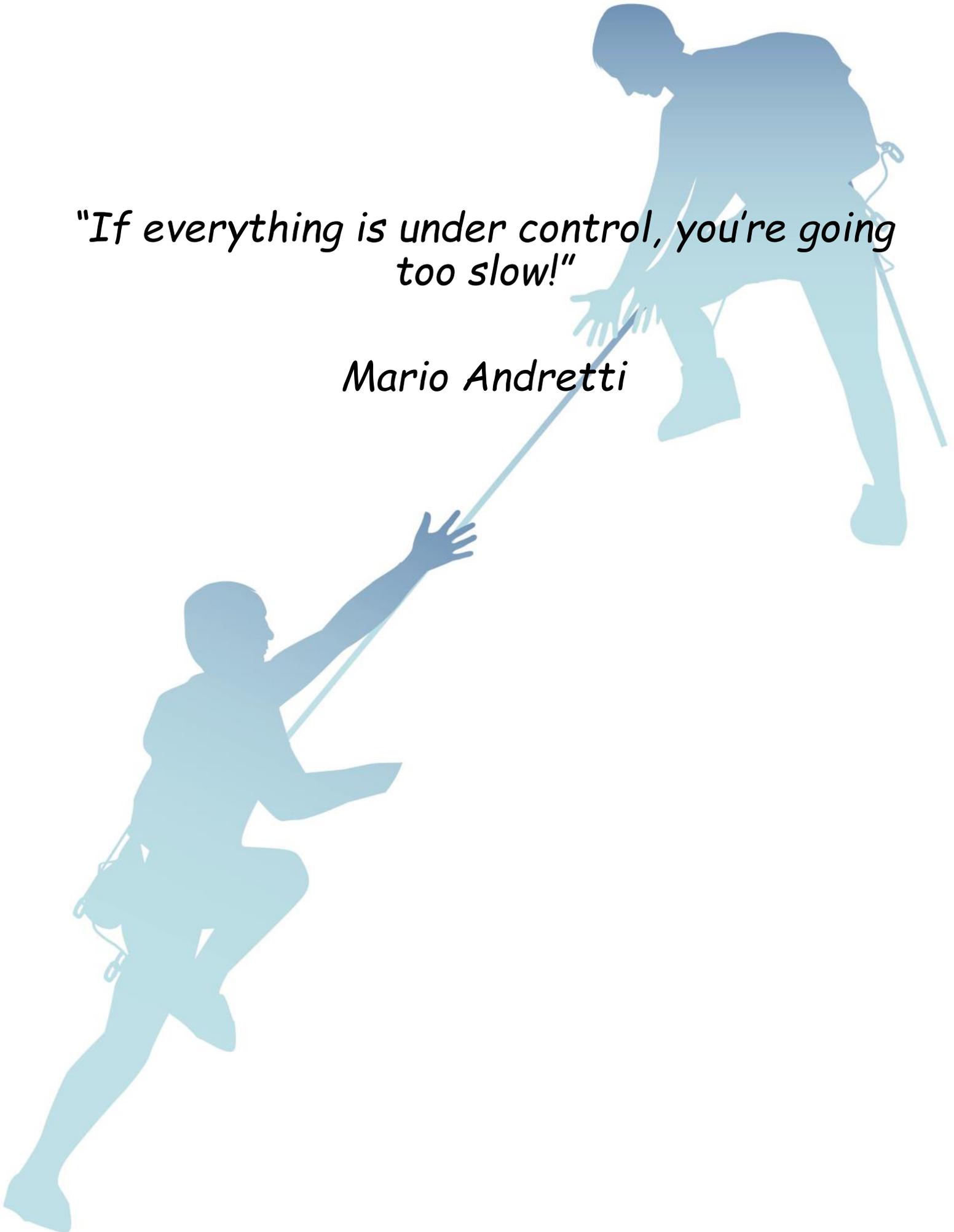
Agnes will reflect and sum up the day's discussions.

### **4.30pm CLOSE**



*"If everything is under control, you're going too slow!"*

*Mario Andretti*



The image features two light blue silhouettes of hikers. One hiker is on the left, leaning forward and holding a rope. The other hiker is on the right, also leaning forward and holding the same rope. The rope is a thin, light blue line that connects the two hikers. The background is plain white.

# **WORKSHOPS**

**Please note both workshop sessions  
are being held in the morning**

## **WORKSHOP 1: 10.20AM—11.20AM**

### **Good judgement comes from experience and experience comes from misguided judgement**

**Louise Campbell and Jeanette McGeown,**

The Cedar Foundation

Facilitated by The Cedar Foundation, this workshop will share good working practice in relation to recruiting new staff and retaining your workforce. Participants will learn how The Cedar Foundation changed its recruitment methods using a value base approach and also how they have retained staff through meaningful and valued coaching and development.

**ROOM: Glenview 1**

### **It is not the mountain we conquer but ourselves**

**John Foster,** Inspire Knowledge & Leadership

Facilitated by Inspire Knowledge & Leadership, this workshop will explore the importance of emotional intelligence and consider how to develop emotional resilience across our workforce. Participants will also appreciate the importance of personal support and recognise the significance of personal strengths.

**ROOM: Glenview 3**

### **Tips and techniques for achieving each basecamp**

**Ciaran Sheehan,** Clarendon Executive

Facilitated by Clarendon Executive, this workshop will share top tips in how to sell a social care job as a positive and unique opportunity and explore how to reach new audiences to work in front line supporting roles through a range of different ways. Participants will also learn of a diverse range of techniques that can be applied during shortlisting and assessing to secure the best person for the job.

**ROOM: Glenview 5**

### **Nothing substitutes a large apprenticeship, a heap of experiences which converts into the base of intuition**

**Michael Gould,** Department for the Economy

Facilitated by the Department for the Economy this workshop will raise awareness of the opportunities to employ apprentices and describe the Apprenticeships NI programme and Higher Level Apprenticeships.

**ROOM: Ballygown Suite**

### **We are missing some fine routes by not being light enough to climb clouds**

**Sarah Wylie,** Department of Finance

Facilitated by the Department of Finance this workshop will describe the system dynamics modelling of adult social care that is underway which will inform future policy changes and explore with participants the workforce issues that need to be addressed.

**ROOM: Glenview Suite**

## **WORKSHOP 2: 12.00PM—1.00PM**

**Doing a route at the absolute limit demands and encourages a coordination of all peripheral factors**

**Jonathan McGookin & Darragh McCullagh,**  
Positive Futures

Facilitated by Positive Futures, this workshop will walk participants through how Positive Futures are utilising Mindfulness and Reflective Practice in order to reduce stress levels of their workforce, improve relationships between their staff and promote resilience of their most valuable asset, their entire workforce.

**ROOM: Glenview 1**

**Supporting a regulated workforce to deliver high quality practice and care'**

**Helen McVicker & Meta Keenan,** NISCC

Facilitated by NISCC, this workshop will consider how regulation can support the delivery of high quality practice and care and ensure best outcomes for those in receipt of social care. The focus will be on how social care managers can, through compliance with the NISCC Standards for Employers, enable their workforce to meet their standards of conduct and practice as registrants. Lessons learned from recent Fitness to Practise cases will also be shared.

**ROOM: Glenview 3**

**The mountain is nothing without people on it**

**Sinead Murphy & Tracy Steele,** Mencap

Facilitated by Mencap NI, this workshop will introduce participants to the Mencap's recruitment framework, a blend of two different recruitment models – value based and person centred. Together this represents 'Our Inclusive Recruitment'. Mencap will demonstrate that people with a learning disability are an integral part of their recruitment process and that they employ staff who share their values.

**ROOM: Glenview 5**

**Nothing substitutes a large apprenticeship, a heap of experiences which converts into the base of intuition**

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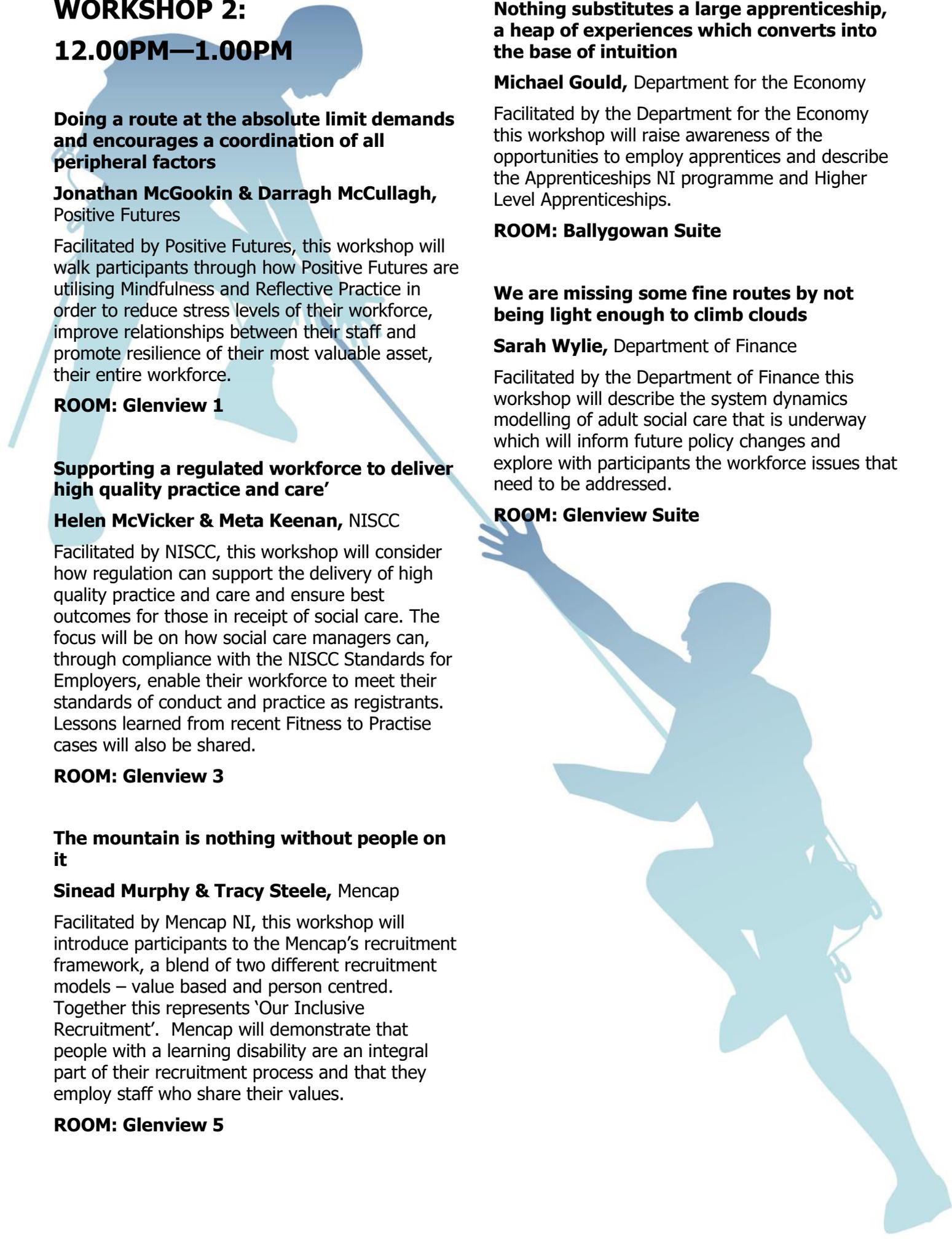
**ROOM: Ballygowan Suite**

**We are missing some fine routes by not being light enough to climb clouds**

**Sarah Wylie,** Department of Finance

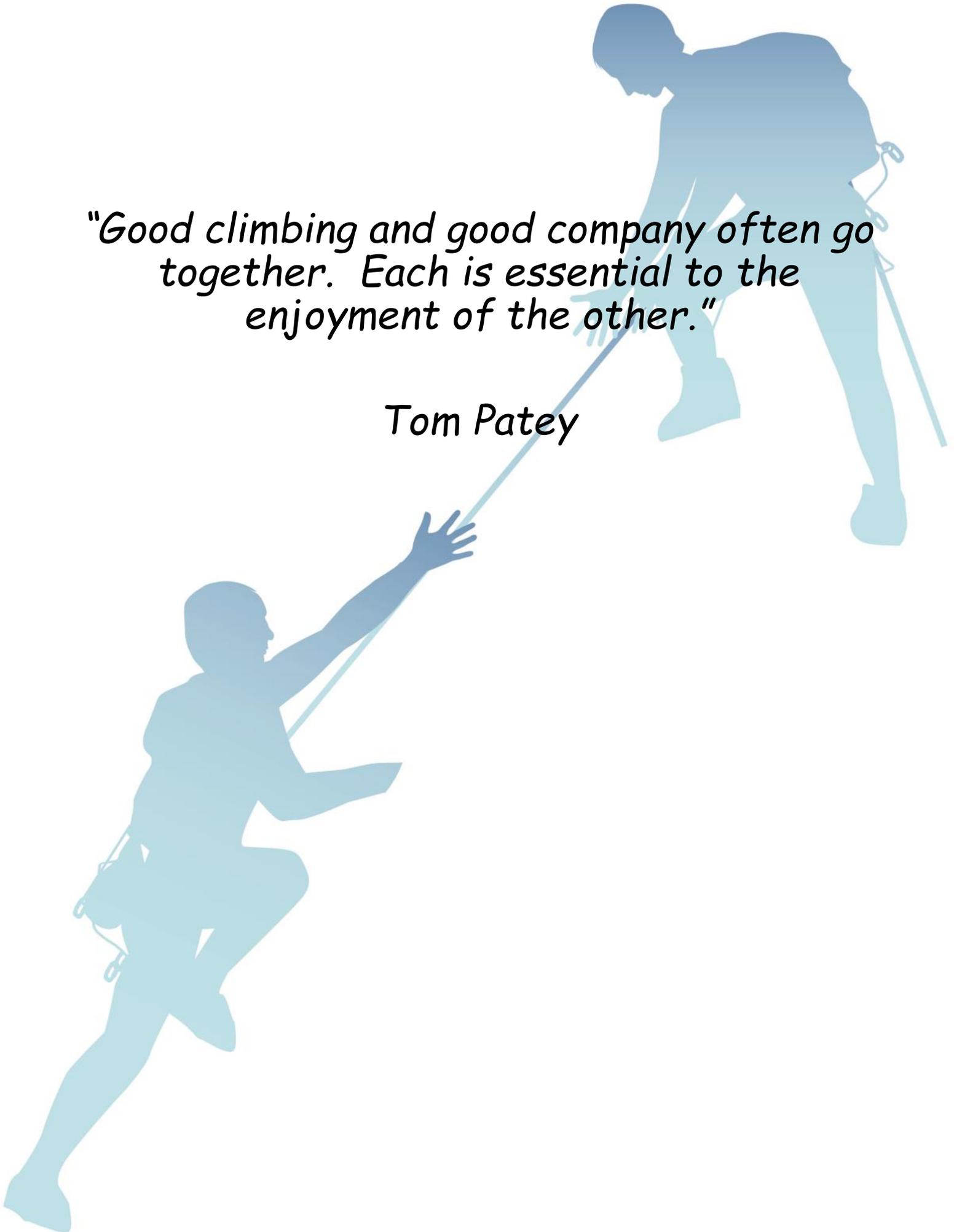
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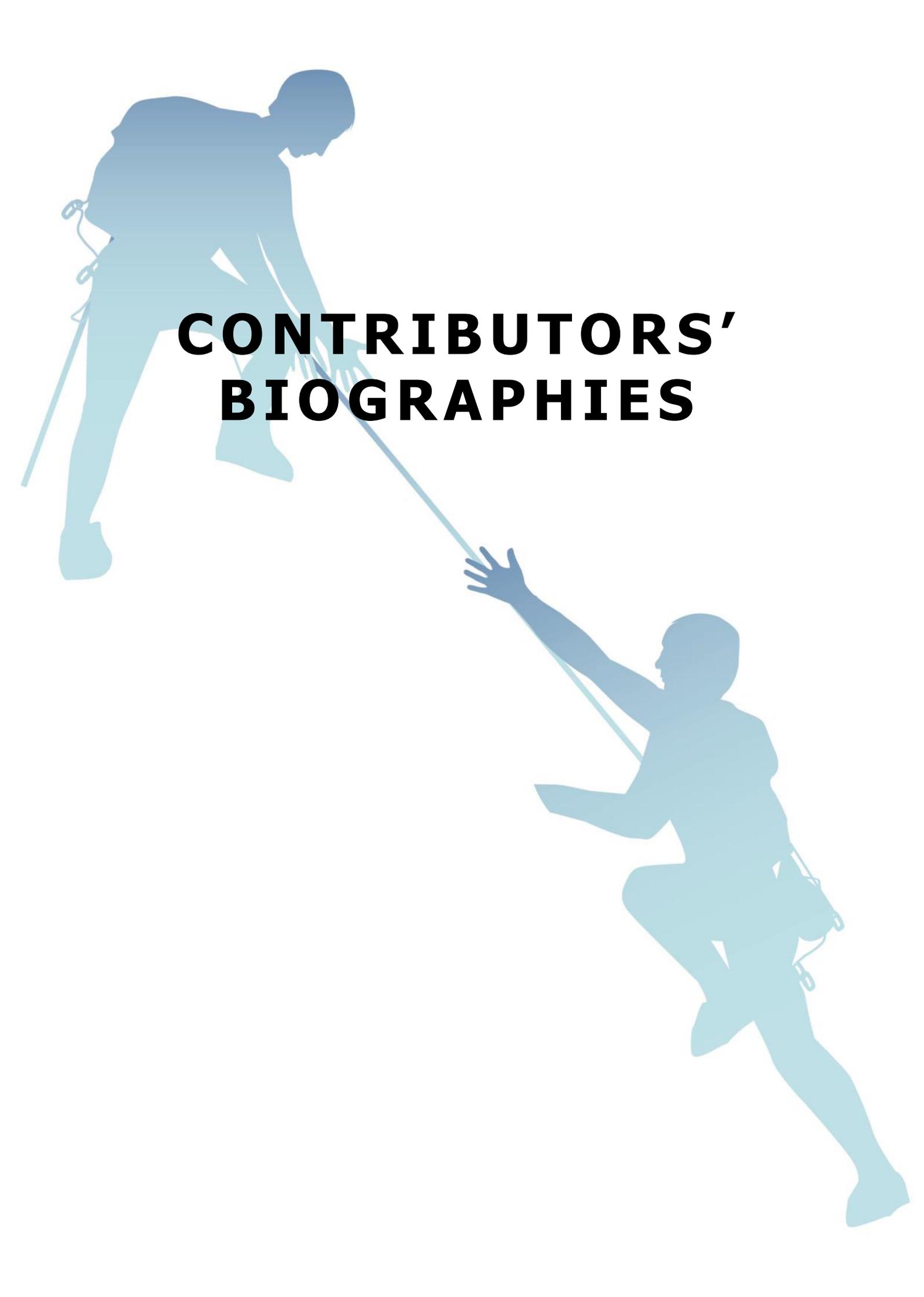
**ROOM: Glenview Suite**



*"Good climbing and good company often go together. Each is essential to the enjoyment of the other."*

*Tom Patey*



The image features two hikers in silhouette against a white background. The hiker on the left is positioned higher, leaning forward and holding a rope. The hiker on the right is lower, reaching up to grasp the rope. The rope is a thin, light blue line that connects the two figures. The text 'CONTRIBUTORS' BIOGRAPHIES' is centered in the middle of the image, overlaid on the rope and the hikers' bodies.

# **CONTRIBUTORS' BIOGRAPHIES**

# CHAIRS

## **Laura Clifford**

### **Telling It Like It Is!**

Laura went to Park School and her favourite subject was art. She is good at drawing and painting. Laura is also a member of the TILII Muckamore Patients Council and speaks out for the patients who are not confident or cannot speak for themselves. She really enjoys being a TILII Roving Reporter as she gets to meet lots of different people. Laura says, "I work hard but also like having fun with my friends. I love make up and putting it on as it brightens my day. I have learned how to do my eyes and make them stand out and I enjoy showing others how to do their make up." Laura also has a five year old son.

## **Agnes Lunny**

### **ARC NI Chair & CEO of Positive Futures**

Since qualifying in Social Work, with the exception of 5 years working in juvenile justice, Agnes has spent the rest of her working life leading on the development and delivery of services and supports to people with a learning disability, acquired brain injury and autistic spectrum condition.

Agnes has been Chair of ARC NI since it began in 1999. Agnes, Chief Executive of Positive Futures since its inception in 1995 was awarded an OBE in 2006 for her services to learning disability. Agnes is registered blind and is married with one daughter aged 16.

## **Leslie-Anne Newton**

### **ARC NI Director**

Since achieving a BA (Hons) in Social Welfare, Leslie-Anne has worked predominantly in the voluntary sector for the past 16 years, collaborating with the statutory and corporate sectors and engaging with Government Departments across Education, Health and Social Services.

Before joining ARC NI in May 2014 she held the post of Head of Programmes for Save the Children in Northern Ireland. She recently fulfilled an Advanced Diploma in Sustainable Investment of the 3<sup>rd</sup> Sector. Leslie-Anne is married with two children, aged 5 and 7.

# SPEAKERS

## **Colum Conway, NISCC**

**Colum** has been NISCC Chief Executive since May 2013 and was previously Chief Executive of Extra Care. Other roles include Director of Operations for the Early Years Organisations and Senior Social Worker for HSC Children & Family Services.

Colum has a Masters in Social Work and a Masters in Management along with significant experience in social work, social care and management in the statutory and independent sectors. He is currently Chairperson of Positive Life, a local charity supporting people with HIV.

## **Seanna Davison, Simon Community**

**Seanna** joined Simon Community NI in November 2017 as a Support Worker in the Belfast Foyer, a unit specialising in providing support to young adults 18-21 with mental ill health, addictions, learning disability and complex behaviours who are experiencing homelessness. After graduating with a 2:1 in Psychology from Ulster University, Seanna worked for a year in Dublin with Focus Ireland. Seanna worked in the Coffee Shop Project supporting clients with their housing rights and wider support needs. In particular, Seanna supported clients to reduce their risk of substance misuse and overdose. While on placement during her degree, Seanna worked for Lighthouse and gained valuable insight into working with people vulnerable to suicide and suicide ideation.

## **Andrew Dawson, Department for Health NI**

**Andrew**, has worked in a number of policy and legislation roles in the Departments for Social Development, Employment and Learning and Health. Prior to taking up the role of Acting Director of Workforce Policy in April 2017, he was Head of Mental Health and Capacity Unit in DoH. His current main responsibilities include implementation of the Workforce Strategy, health and social care pay and employment, workforce development and public appointments.



## Neil Eastwood, Sticky People

Neil is author of Amazon #1 Bestseller *Saving Social Care: How to find more of the best frontline care employees and keep the ones you have*. He is also founder of Sticky People Ltd and an international speaker, blogger, researcher and commentator on care worker recruitment and retention.

He has spent many years studying the best practices of care recruiters around the world. Previously he was a director at a 10,000 staff UK homecare provider and studied at Harvard Business School.

## Kerry Mallon, Positive Futures

Kerry Mallon is an Undergraduate of the University of Ulster in BSc HONS Applied Psychology. Kerry commenced working with Positive Futures in 2005 as a support worker and now has the temporary role of Operations Manager. Over the past 13 years Kerry has continued to develop professionally within Positive Futures, developing her skills and taking on new opportunities that have been provided. Kerry will talk about this journey today.

## Francis Mayes, Positive Futures

Francis has been supported by Positive Futures' Mid Ulster Supported Living Service in Cookstown for over 10 years.

Francis has been a major influence in our recruitment process and is part of Positive Futures Recruitment Panel, supporting the recruitment locally.

## Gerard Regan, Simon Community

Gerard Regan is 48 years old and has one son. Gerard became homeless after a long-term period of caring for his terminally ill father. Gerard was supported by the Simon Community into temporary accommodation and was moved into his own tenancy. Gerard's experience of homelessness led him to make the decision to change his career path from being a welder to a support worker. He has accepted a Support Worker role within Simon Community and is keen to make a difference.

*"Vertigo I can handle  
alright - it's  
horizonto that drives  
me nuts!"*

*Jim Lubell*

# WORKSHOP FACILITATORS

## **Louise Campbell, The Cedar Foundation**

**Louise** has been working as a Learning Disability Nurse in the voluntary sector for 18 years. She is a Positive Behaviour Support Coach who has worked in London and Northern Ireland predominantly in community settings managing services for individuals with behaviours that challenge.

Louise has worked for The Cedar Foundation for the past 5 years.

## **John Foster, Inspire Knowledge & Leadership**

**John** has been involved in the field of counselling consultancy since 1988. He established Quo Vadis Counselling Consultancy in 1993. This organisation has been providing counselling, self-development and training seminars for individuals, couples, groups and private and corporate institutions.

John is also a Registered Independent Counsellor with the UK register of counsellors. He is an associate member of the Irish Association of Counselling and Psychotherapy. As an accredited counsellor trainer, John has facilitated a range of counselling programmes from postgraduate university modules to community based projects.

## **Michael Gould, Department for the Economy**

**Michael** is Director (Acting) of Skills Strategy Division in the Department for the Economy in Northern Ireland with responsibility for the Skills Strategy for Northern Ireland, skills elements of the draft Programme for Government and Economic Social Inclusion. Prior to his current post Michael was responsible for implementing reforms to the apprenticeships and youth training systems in Northern Ireland. Michael has worked on skills policy and skills delivery issues for over ten years.

Michael has occupied a number of positions in the public and private sector in Northern Ireland and abroad, including four years in Washington DC on a diplomatic posting and six months working for the Swedish Ministry of Agriculture in Stockholm.

## **Meta Keenan, NISCC**

**Meta** has worked in learning and development for over 20 years; she has worked at NISCC for 5 years as a workforce development officer with a particular interest in the development of qualifications for the social care sector.

## **Darragh McCullagh & Jonathan McGookin, Positive Futures**

**Darragh** and **Jonathan** both hold third level qualifications in Applied Psychology. They have worked for Positive Futures for a combined 12 years, both drawn to the organisation by the positive ethos and can do attitude. Both men are qualified Studio 3 trainers and provide training and support to the organisation's 500+ staff, as well as working with staff teams on the ground. Their full time dedicated roles have helped to cement the reputation Positive Futures has for providing first class, person-centered support to people with a learning disability, acquired brain injury and autism spectrum conditions.

The organisation has a strong focus on human rights, restrictive practice and capacity issues, and both Jonathan and Darragh are passionate advocates of how reducing stress and supporting people in a respectful and non-aversive way, is the key to reducing behaviours of concern, improving lives and helping individuals to achieve their dreams.

## **Jeanette McGeown, The Cedar Foundation**

**Jeanette** has worked with The Cedar Foundation for 27 years, during which time she has worked in registered accommodation services for tenants with physical disability, acquired brain injury and more recently, learning disability.

## **Helen McVicker, NISCC**

**Helen** is a social worker by profession with 30 years post qualifying experience both in practice and in social work education and training across qualifying and post-qualifying levels. Helen has worked at NISCC for the past 8 years, initially as a Professional Adviser and for the past year and a half, as Head of Fitness to Practise.

### **Sinead Murphy, Mencap NI**

**Sinead** has been an Area Operations Manager for Mencap's Personal Support & Housing services in NI for the past 6 ½ years.

She has worked in the Health & Social Care sector for last 18 years, starting off as a care assistant and then moving on into management. Sinead has a BSC Hons Social Psychology; Post Grad Dip Health & Social services Management; and QCF 5 Health & Social Care.

### **Tracey Steele, Mencap NI**

**Tracey** is a People Business Partner at Mencap, supporting the housing and support and employment services across Northern Ireland and the North of England. Throughout her 23 years at Mencap she has worked in various roles within the Human Resources Team having previously worked within the NHS. Tracey feels privileged to work alongside amazing colleagues and teams who are passionate about making a difference to the lives of the people with a learning disability.

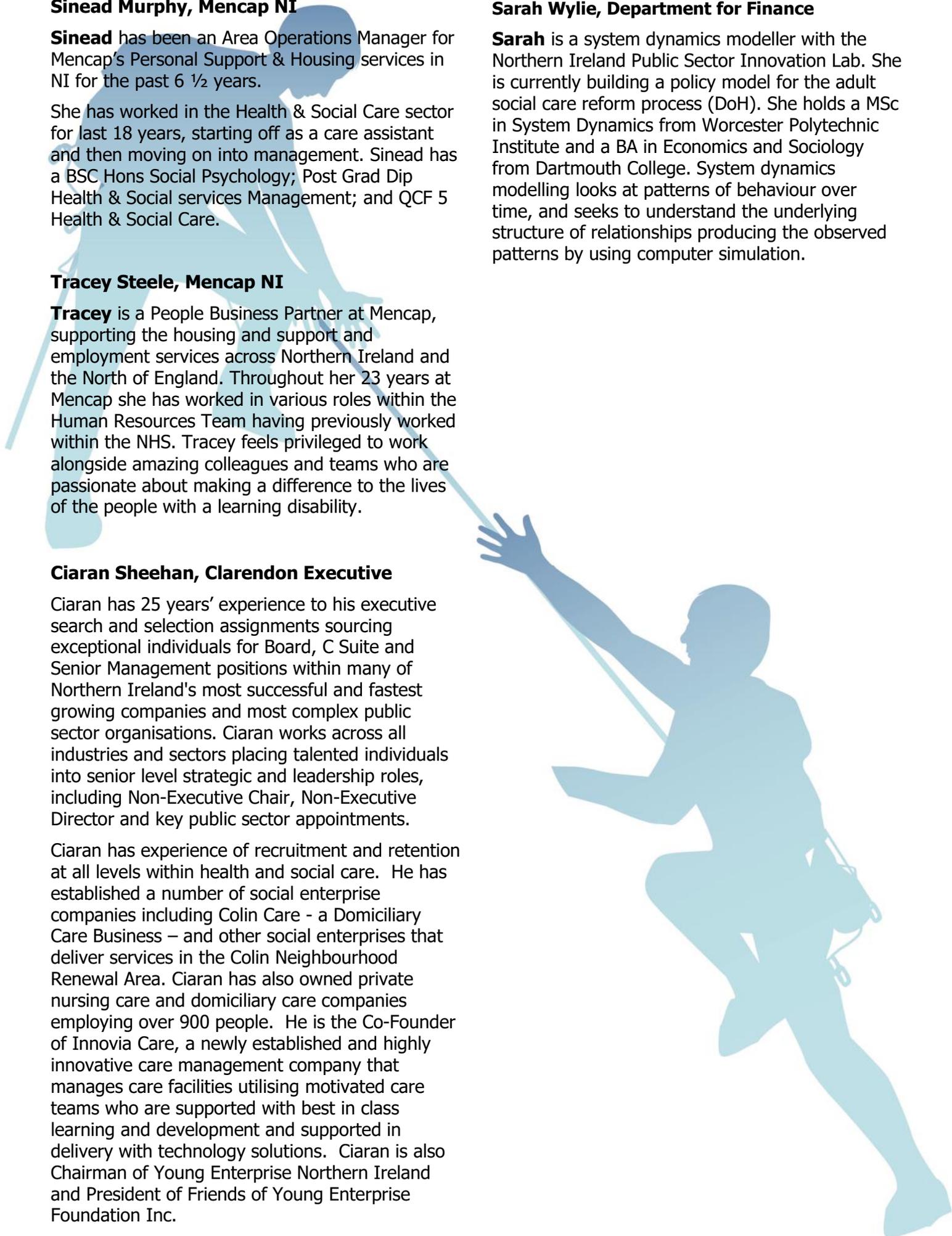
### **Ciaran Sheehan, Clarendon Executive**

Ciaran has 25 years' experience to his executive search and selection assignments sourcing exceptional individuals for Board, C Suite and Senior Management positions within many of Northern Ireland's most successful and fastest growing companies and most complex public sector organisations. Ciaran works across all industries and sectors placing talented individuals into senior level strategic and leadership roles, including Non-Executive Chair, Non-Executive Director and key public sector appointments.

Ciaran has experience of recruitment and retention at all levels within health and social care. He has established a number of social enterprise companies including Colin Care - a Domiciliary Care Business – and other social enterprises that deliver services in the Colin Neighbourhood Renewal Area. Ciaran has also owned private nursing care and domiciliary care companies employing over 900 people. He is the Co-Founder of Innovia Care, a newly established and highly innovative care management company that manages care facilities utilising motivated care teams who are supported with best in class learning and development and supported in delivery with technology solutions. Ciaran is also Chairman of Young Enterprise Northern Ireland and President of Friends of Young Enterprise Foundation Inc.

### **Sarah Wylie, Department for Finance**

**Sarah** is a system dynamics modeller with the Northern Ireland Public Sector Innovation Lab. She is currently building a policy model for the adult social care reform process (DoH). She holds a MSc in System Dynamics from Worcester Polytechnic Institute and a BA in Economics and Sociology from Dartmouth College. System dynamics modelling looks at patterns of behaviour over time, and seeks to understand the underlying structure of relationships producing the observed patterns by using computer simulation.



# DELEGATES' LIST



# ASSOCIATION FOR REAL CHANGE (NI)

## CONFERENCE 2018

La Mon Hotel & Country Club

Thursday 17 May 2018

### DELEGATES' LIST

<b>Name</b>	<b>Organisation</b>	<b>Name</b>	<b>Organisation</b>
Yvonne Cassidy	Apex	Judy Brown	Four Seasons Health Care
Delma McCurry	Apex	Valerie Dale	Four Seasons Health Care
Karen Oldcroft	Apex	Lorraine Thompson	Four Seasons Health Care
Leslie-Anne Newton	ARC NI	Margaret Cameron	Inspire
Jennifer Barr	Belfast HSC Trust	Mervyn Garrett	Inspire
Mairead Mitchell	Belfast HSC Trust	Gemma McGregor	Inspire
Janet Schofield	C A N	Irene Millar	Inspire
Kirsty McMullan	Camphill, Glencraig	Louise Smith	Inspire
Deborah Rice	Camphill, Glencraig	Anita Todd	Inspire
Lizzy Dixon	Camphill, Mourne Grange	John Foster	Inspire Knowledge & Leadership
Dolores Finnerty	Caring Breaks	Scott Shively	L'Arche Belfast
Linda McCausland	Caring Breaks	Heather Frizzell	Livability
Sharon Butler	Cedar Foundation	Helen Owen	Mainstay DRP
Louise Campbell	Cedar Foundation	Neil Calvin	Mencap NI
Susan McCartney	Cedar Foundation	Claire Cotter	Mencap NI
Jeanette McGeown	Cedar Foundation	David Gallagher	Mencap NI
Keira Murray	Cedar Foundation	Rachael McCauley	Mencap NI
Ciara Todd	Cedar Foundation	Barry McMenamin	Mencap NI
Heather Wright	Cedar Foundation	Sinead Murphy	Mencap NI
Ciaran Sheehan	Clarendon Executive	Anita Shannon	Mencap NI
Clive Evans	Croft Community	Tracey Steele	Mencap NI
Sarah Wylie	Department of Finance	Jayne Wright	MindWise
Andrew Dawson	Department for Health	Colum Conway	N I S C C
Michael Gould	Department for the Economy	Meta Keenan	N I S C C
Alison McCaffrey	Department of Health	Helen McVicker	N I S C C
Martin Duffy	Derg Valley Care	Anne O'Reilly	N I S C C
		Alison Shaw	N I S C C

<b>Name</b>	<b>Organisation</b>
Jennifer Parker	Nursing & Caring Direct
Wilfred Mitchell	Parkanaur College
Emma Bailie	Positive Futures
Jo Corcoran	Positive Futures
Julie Dickenson	Positive Futures
Holly Dunne	Positive Futures
Laura Fleming	Positive Futures
Joanne Grimes	Positive Futures
Bernice Kelly	Positive Futures
Agnes Lunny	Positive Futures
Anne Magee	Positive Futures
Kerry Mallon	Positive Futures
Francis Mayes	Positive Futures
Darragh McCullagh	Positive Futures
Jonathan McGookin	Positive Futures
Donella Meade	Positive Futures
Dermot Parsons	Positive Futures
Gail Reavy	Positive Futures
Wayne Kennedy	Praxis Care
Laura Moore	Praxis Care
Judith Johnston	Presbyterian Council for Social Witness
Amanda Jackson	R Q I A
Marie McCann	R Q I A
Jenna Hill	Rose Lodge
Robin Arbuthnot	Simon Community
Seanna Davison	Simon Community
Rea Goh	Simon Community
Gerard Regan	Simon Community
Jenny Johnston	Southern HSC Trust
Bronagh McKeown	Southern HSC Trust
Geraldine Rushe	Southern HSC Trust
Neil Eastwood	Sticky People
Laura Clifford	T I L I I
Joann Lamont-Crawford	The Beeches Resource Centre
Patricia Casement	Trackers Lts
Sophie McCormick	Trackars Ltd
Amanda Crawford	Triangle Housing
Denise Magill	Triangle Housing

<b>Name</b>	<b>Organisation</b>
Marie Scullion	Triangle Housing
Colette Sheppard	Triangle Housing
Alison Simpson	Triangle Housing

### **Exhibitors**

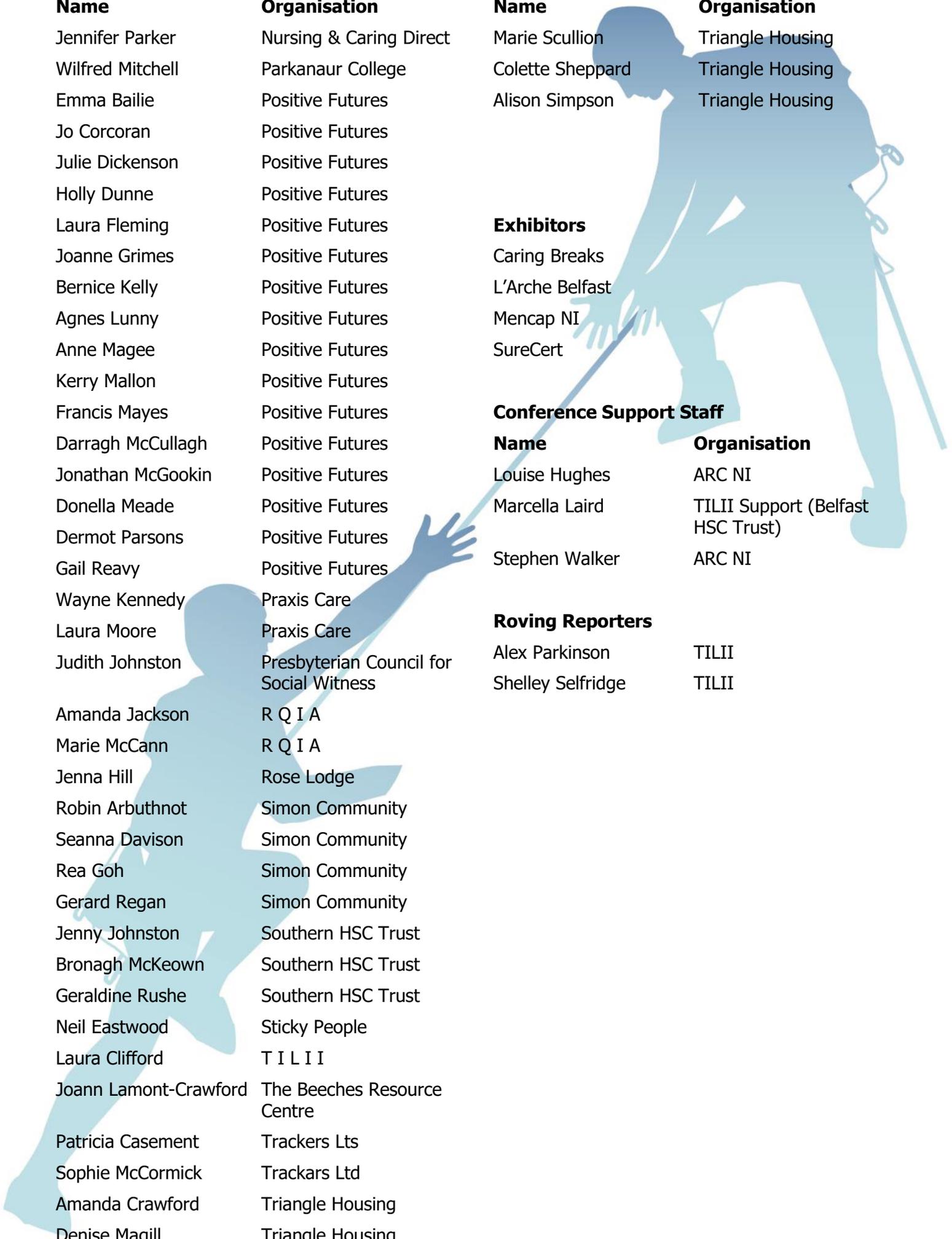
Caring Breaks  
L'Arche Belfast  
Mencap NI  
SureCert

### **Conference Support Staff**

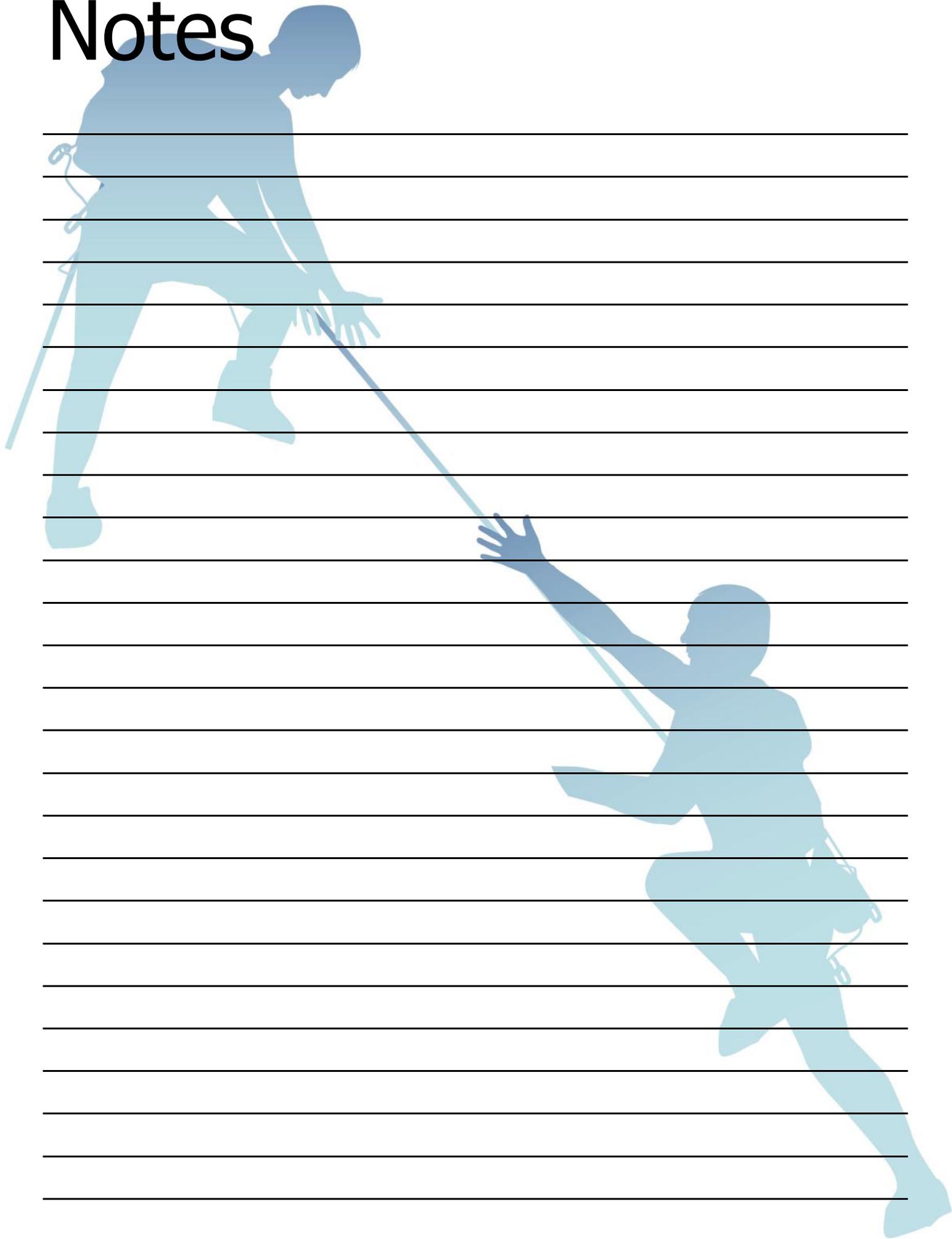
<b>Name</b>	<b>Organisation</b>
Louise Hughes	ARC NI
Marcella Laird	TILII Support (Belfast HSC Trust)
Stephen Walker	ARC NI

### **Roving Reporters**

Alex Parkinson TILII  
Shelley Selfridge TILII



# Notes



# Notes



