

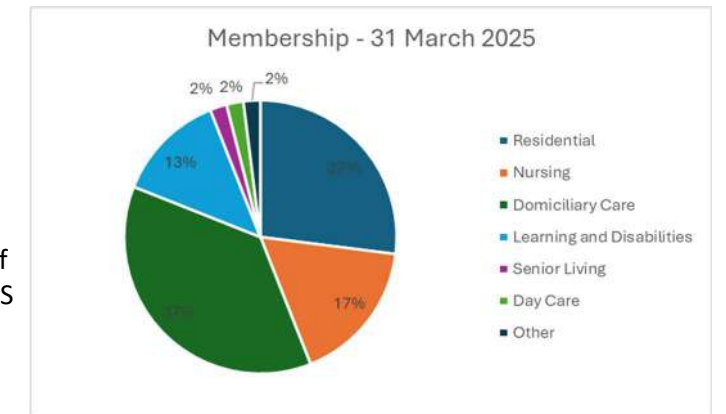


Highlight Impact Report 2024/25

Effective Representation

On 31 March 2025, Partners in Care represented 287 care provider members, across Shropshire, Telford & Wrekin and Cheshire.

Our members always remain our primary focus and in addition to providing an extensive range of training, networking forums and events and a DBS checking service, we continue to successfully represent adult social care at the highest level within our local authorities and Integrated Care Boards (ICBs).



Sponsorships and Partnerships

We are proud to work with several commercial sponsors and partners who are aligned with the social care sector and can provide a range of offers and discounts of goods and services to benefit members. In 2024/25 we launched four new sponsorships and four new partnerships for a minimum 12-month period. This took the totals to eight sponsors and six partners on 31 March 2025, with discussions continuing with other businesses for launch in 2025/26.

Impactful Projects

The **Care Home Quality Improvement Project** was a 12-month project funded by NHS Shropshire, Telford & Wrekin Integrated Care Board (ICB) with the overall aim to evaluate the impact of interventions to improve the health and wellbeing of care home residents by reducing the incidence of harms, e.g. improving hydration and nutrition, reduce falls, prevention of pressure sores, with the aim of reducing avoidable admissions to hospital.



“Fabulous training project, great training and trainers. A very positive experience”.

“It’s a training that I am really happy with. This is an area that’s mostly overlooked, normally all the basics are sorted, personal care, nutrition and safety. But this training exposes us to another completely new very important aspect. I am really happy I attended”.

The **Better Security, Better Care (BSBC) Project**, continued in 2024/25 with the current end date of 30 September 2025 but with hopes to extend for a further four years (subject to confirmation from Digital Care Hub). Project compliance rate at 31 March 2025 was 61.11% comprising of 64.68% Shropshire providers and 54.29% Telford & Wrekin providers. (Partners in Care does not hold the BSBC local support organisation contract for Cheshire).



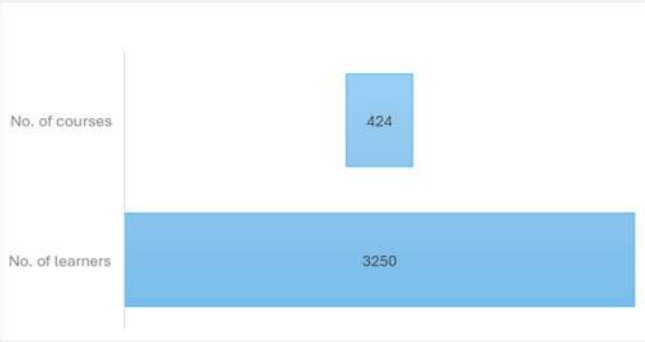
Additional funding gave us the opportunity to create four case study videos of local care providers discussing their experience completing the toolkit to support others in their journey. 16 videos were created on differing topics from the toolkit, and launched in July 2024 on social media. To date they are still in the top three most viewed videos on the Partners in Care YouTube channel.



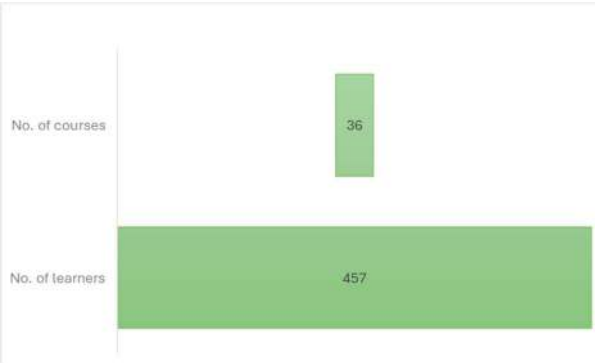
Upskilling the Care Workforce

We continue to deliver high quality training to members with our core training offer growing in 2024/25 due to project funding.

Our core training offer includes Moving & Handling, First Aid, Safeguarding, Professional Boundaries and Lead to Succeed. With project funding we could also deliver Dementia, Hydration & UTIs, Namaste and Delerium training.



We continued to deliver commissioned training including Medication Handling, Continence & Catheter Training and PEG Training. We offered a total of 32 courses over 12 months and trained over 350 learners.



Feedback from learners was once again overwhelmingly positive:
“Very interesting, and informative”.
“Everything was excellent, trainers were amazing”.
“Fantastic course, excellent delivery”.

In February 2025 we launched a three-year partnership with Ethical Workforce Solutions (EWS), an accredited training provider who deliver a wide range of clinical training courses tailored to the adult social care sector.

Partners in Care members in Shropshire, Telford & Wrekin receive a discounted rate for training delivered at our facilities, external venues throughout the locality and within care provider settings.

In addition, any member can book on EWS standard training courses delivered in Cheshire and receive a 10% discount on their standard rates.

The first courses were delivered in March 2025 covering Clinical Observation Training, Tissue Viability & Pressure Injury Prevention and Venepuncture. By 31 March EWS had trained 104 staff, with positive feedback and comments received:
“Great training session. Interactive and educational”.
“Great delivery, knowledgeable and well-informed trainers”.
“Excellent training, some of the best I have received, hands on, fab trainers too”.

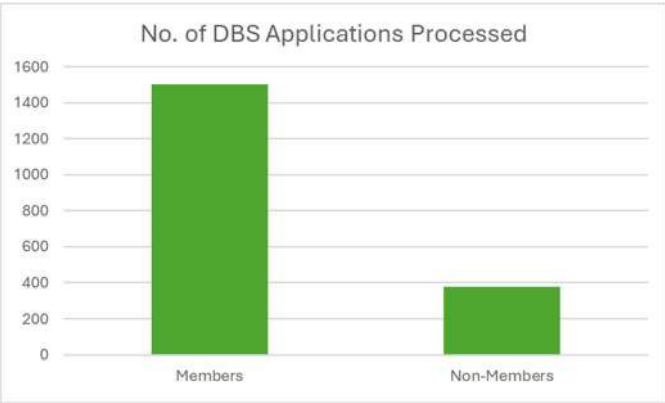


We will see a significant increase in the number of courses we can offer in 2025/26 thanks to our partnership with Ethical Workforce Solutions. Courses planned include Catheterisation (Half-Day Update), Diabetes Awareness & Care, Experiencing Dementia, Falls Prevention, Sepsis Awareness, Suctioning (Oral & Tracheostomy), and Tracheostomy Care.

Supportive Disclosure and Barring Service (DBS) Checking Service

The level of DBS checks processed by our administration team remains high, with an increase in applications made by non-members in 2024/25.

Partners in Care offers discounted rates for members, and our administration team offer hands-on support and advice at every step of the process, ensuring members remain fully informed of the status of their applications, and to lower the risk of errors on the application which can cause delays.



Here’s what one of our members said:

“Partners in Care DBS service is user-friendly, and the team is extremely helpful. If I ever have a query, they respond quickly and efficiently. I highly recommend their service.”
Louise Barnes, Coverage Care Services

Networking Forums and Events

Partners in Care continues to offer opportunities for members to attend networking forums and events which once again increased during 2024/25.



The increase in opportunities is due to the launch of our new sponsors/partners who offer subject-focused forums free of charge to our members. Topics this year included: Employment Law; Meeting the needs of modified diets; and E-Learning.

Our core member forums continue to grow with an increase in attendance over the last 12 months.

Following feedback from our recent Training Needs Survey, in April 2025 Partners in Care launched new quarterly Member Networking Meetings aimed at Owners, Directors, Chief Executives Registered Managers and Deputy Managers, with separate meetings for our Shropshire, Telford & Wrekin and Cheshire members.

Excellence in Care Awards 2024

Partners in Care held its first annual Care Awards since the COVID pandemic to celebrate the high-quality care provided by its members and to showcase the very best practice within our sector. We received a total of 64 award nominations across ten categories, each of which was judged by an independent panel of judges. Each individual winner received a £50 gift voucher, and each organisational winner received £100 training credit for training from Partners in Care.

We believe our Care Awards shine a light on the stars of adult social care, paying tribute to the workforce, who, through their dedication and commitment to care, go above and beyond to support those who are most vulnerable.