



Membership Brochure 2024/25



About us

Partners in Care is a not-for-profit care association supporting independent adult social care providers across Shropshire, Telford & Wrekin, and Cheshire. Established in 2003, we exist to represent, upskill and champion our local adult social care providers and their staff. By joining together as a partnership, we amplify our voices and build understanding of the vital contribution made by local social care providers in the wider community and health system. We want social care to be recognised and rewarded fairly and our message is stronger when we come together.

Our Objectives



Support and represent providers of social care and their staff



Promote best practice and innovation in the social care system



Support and encourage the development of a high-quality social care workforce

Partners in Care is open to all independent adult social care providers. You can become a member of Partners in Care if you provide any of the following services:

- Home Care (also known as Domiciliary Care)
- Residential Care (Care Home)
- Nursing Care (Nursing Home)
- Supported Living
- Learning Disability Care
- Day Care services

Non-adult social care providers, such as charities and housing organisations, can apply to become an Associate member.

Personal Assistants can also become a member.

Membership benefits – why become a member?

There are lots of benefits to becoming a member of Partners in Care including:

<p>Workforce Development/ Training</p> <p>We promote the importance of workforce development, staff investment and opportunities across the sector, as well as supporting innovation via our bids and projects. We provide a wide range of high quality subsidised training courses. As a member you are able to access courses at a discounted member rate.</p>	<p>Recruitment and Retention</p> <p>We promote the care sector, the jobs available within it and support our members with recruitment and retention. We can advise of external recruitment events you can attend, provide resources and information regarding recruitment, and arrange local recruitment events.</p>	<p>Information/Advice</p> <p>We provide an accurate, relevant, and up to date information service and give timely responsive advice. Our team are available during office hours Monday to Friday via phone, email and social media. Our website also contains lots of information and links as well as the option to book training anytime that suits you.</p>
<p>Networking and Events</p> <p>We host a range of opportunities to enable members to network and work together at all levels and share information and ideas locally including:</p> <ul style="list-style-type: none"> • Activity Co-ordinators Network Group • Learning Disability and Autism Forum • Networking Meeting for Trainers • Safeguarding Adults Forum 	<p>Liaison and Lobbying</p> <p>We engage with local authorities, The Integrated Care Board (ICB) and MPs on behalf of the sector. We are a member of the Care Association Alliance which represents local care associations in England and meets regularly with key national bodies including the Department for Health and Social Care (DHSC) and Care Quality Commission (CQC).</p>	<p>Representation</p> <p>We attend various groups and boards with local authorities and NHS partners, to ensure the sector has a strong voice locally to inform commissioning and local decision making. We also lobby local authorities on their annual fee rate uplifts, using insight gained from our members on the financial challenges and the impact of fee rates.</p>
<p>Disclosure and Barring Service (DBS)</p> <p>We are a Registered Umbrella Organisation with the Disclosure and Barring Service (DBS). We provide an efficient and affordable countersignatory service and provide advice on level of DBS check required. As a member, care providers can access DBS checks at a discounted member rate.</p>	<p>Quality Improvement</p> <p>We can support you with improving your services through 1-2-1 advice and sharing information and best practice. We can support you in preparing for a forthcoming CQC inspection, or responding to a recent inspection including implementing an action plan to respond to recommendations.</p>	<p>Partner Offers</p> <p>We have a number of commercial sponsors and partners who share a variety of offers with our members including discounts on goods and services. Find out more on our website – go to ‘About Us’ ‘Our Sponsors and Partners’.</p>

Service standards – Our commitment to you

We make the following commitment to all our members:



We will contact all new members within 14 days of joining Partners in Care for a personal one-to-one welcome conversation about their needs and how we can support them with these.

We will contact all members four times a year for a personal one-to-one conversation about their needs and how we can support them with these.



We will send all members a weekly E-Bulletin providing updates on local, regional and national information and events of relevance to members.

We will respond to all member enquiries within five working days. Where we are unable to respond fully within five working days we will let you know when we are likely to be able to fully respond to your enquiry.



We will undertake an annual member survey to gain your feedback to ensure that Partners in Care's offers, products and services are shaped by input from our members.

Fees

Membership. All prices exclude VAT	Basic Fee	2024/25 Annual rate	Total
Care and Nursing Homes	£31.00	£8.67 per bed	£8.67 per bed plus £31.00 basic fee
Domiciliary Care	£31.00	£218.00	£249.00
Supported Living/Day Care Services/Extra Care	£31.00	£218.00	£249.00
Associate Membership Rate	£31.00	£218.00	£249.00
Personal Assistant	-	£40.00	£40.00

Membership fees are correct at the time of publication. Partners in Care reserves the right to amend prices. Please contact the office (tel: 01743 860011) or visit the website (www.partnersincare.org.uk) for current membership fees.

Contact us

Keep up to date by joining us: www.partnersincare.org.uk/become-a-member

Address: Partners in Care,
6 Farriers Business Centre,
Annscroft, Shrewsbury,
Shropshire SY5 8AN

Telephone: 01743 860011

Email: info@partnersincare.org.uk

Website: www.partnersincare.org.uk

Twitter: https://twitter.com/Partners_inCare

Facebook: <https://www.facebook.com/PartnersinCareSTW>

LinkedIn: www.linkedin/company/partners-in-care-stw



What our members say about us

"We have been members of Partners in Care for a number of years, we find that the training available to our team is exemplary and very cost effective.

I personally attend the Safeguarding and Care Forums and have found these really informative and a great source of peer support over the last couple of years. Partners in Care continue to support and speak on behalf of the sector to Health and the Local Authority."

Rachel Wintle
Registered Manager, New Dawn Care Agency

"I have had support from Partners in Care for about 5 years now and especially in the beginning I don't know how I would have coped without them.

Their support throughout has been amazing, always there with advice and signposting, always there to support me personally and help with staff morale & training.

Being part of Partners in Care has helped build my own confidence & progression."

Fran Louise
Manager, Birkdale Residential Home

Comments received in our most recent Member Survey (September 2024):

"All staff are very knowledgeable and happy to help when we ask. Partners in Care also provide so many learning and development opportunities that we either can't access or wouldn't even know exist which makes our service improve for our clients and staff."

"I have always found the service relating to training very helpful and excellent value for money."

"Partners in Care have always been very supportive of us and we were especially grateful for helping us to lobby for some level of inflationary increase this year."

"Level of training provided, informative communication, always available for support when need arises. The forums are very informative, and training is of a high standard and is up to date."

"I have worked with Partners in Care's DBS team since joining Bethphage over 5 years ago. They are a friendly and proactive team who go the extra mile to provide a great supporting service.

They deal with any query or issues I have quickly and efficiently and are happy to provide additional support and guidance with anything I'm unsure of. Their prompt and reliable service helps us provide a smooth and efficient DBS checking process for our employees. I look forward to continuing working with them."

Ruth Hinds, Bethphage

"The DBS service is very easy to use and the help from the staff at Partners in Care is just faultless.

We are always kept updated with any issues and progress. I would highly recommend."

Katie Pugh, English Group