



'Caring in the Future'

NACC National Conference and Exhibition 2010

Hilton Hotel, Blackpool 15th - 17th September

Had you been a non NACC member and driving along the promenade on Blackpool's North Shore at around 7.15 p.m. on the evening of Wednesday 15th September, you would probably have been surprised at being stopped and held up whilst a large group of noisy and boisterous, but clearly happy, revellers dressed as British icons crossed the road in front of you. More about that below.

In these testing times of budget restrictions and more regulation, the title and theme for the NACC Annual Conference 2010 'Caring in the Future', was particularly appropriate. Every year, delegates have come to look forward to the opportunity to listen to sound advice, seek clarification, explore ideas, make judgements about best practice and to benchmark their approach with others in the field. An additional dimension this year, was provided by an international aspect to the proceedings. Visitors from around the world joined Conference for the first time as part of the NACC's affiliation to 'Healthcare Caterers International'. In particular, the programme included the 'Healthcare Caterers International Symposium' when presentations and discussion highlighted the role of professional associations in social care in the United States, Canada, Australia and the Netherlands.

The full list of speakers and their topics, is given at the end of this report although I should like to make particular mention of the very moving presentation given by Brian Hills and Penny Hibberd. Gently prompted by Penny, Brian described his experiences of caring for his wife Jean, a dementia sufferer, during the last months of her life.

Altogether, I believe that we were treated, yet again, to a perfectly balanced and well structured event. I never cease to be amazed at how our two creative stalwarts behind the planning of the Conference, Mary Wedge and Roger Kellow, rise to the challenge and come up, year after year, with new ideas to create interest and pleasure for the delegates. As always, they deserve special thanks for their very hard work and commitment. No doubt, they will be devising yet more thoughtful ways to ensure that the informal and social side of the event, affords not only excellent net-working opportunities, but time to relax and be well looked after for a couple of days. This year's trip on the sea-front trams to view the legendary illuminations will take some beating. As part of the pre-conference 'warm-up' evening, to a theme of "The Best of British", delegates dressed as British icons, or wearing "squeeze me" and "kiss me quick" hats, boarded the trams just outside the Hilton Hotel. Each tram was appropriately victualled with beer, wine and popcorn.

In no time, the singing started and although no prizes were awarded for tunefulness or overall quality, observers noted that participation was of the highest order. It was the disembarkation back at the hotel, of course, which caused the traffic hold-up mentioned earlier. I understand that the Lancashire Constabulary are looking for a Bertie Bassett and an Edmund Blackadder (sometimes mistaken for William Shakespeare). What a buzz!

And what a buzz in the conference room next morning, as delegates eagerly awaited the start of the conference proper. There is one certainty about care caterers and that is that, however big a party the night before, you can be sure that they'll be focussed and ready for business the following day.

As always, the Conference was the setting for the glittering Gala Awards Dinner and once again, excitement and anticipation filled the room as the hour approached for announcing the 2010 NACC Award winners and runners-up. Prior to the presentation of the National Awards, Sue Ullmann, received her Past Chairs medal and Craig Dewhurst, of Rashwood, Elizabeth Finn Homes, the 2010 Care Cook of the Year, was welcomed and his success enthusiastically acknowledged. NACC Honorary Membership was given to Era Varellas and Roger Bayliss, whilst the NACC long service award, was presented to Kerry Severn.

The first of the National Awards for 'NACC Region of the Year 2010', sponsored by E & R Moffatt Ltd, was deservedly won by South East Region. The 'NACC Hydration and Wellbeing Award 2010', sponsored by

the National Patient Agency, went to East Sussex County Council represented by John Figgins. The very keenly contested 'NACC Care Establishment of the Year Award 2010', sponsored by Hobart UK, was presented to Ashley House Care Home, represented by Margaret Powell. East Sussex County Council scooped the 'NACC Community Meals on Wheels Award 2010'. The 'NACC Innovation Award 2010', sponsored by Tillery Valley Foods, was presented to Apetito Ltd, represented by Tim Charles and Phil Rimmer. Sheila Mingay-Sales, from Crocusfields, received a very special mention as a role model for anyone wishing to work in our industry. Finally, National Chairman Derek Johnson, announced the very deserving winner of the Chairman's Award as Four Seasons Healthcare, represented on this occasion by Suzanne Roberts.

Congratulations to all the winners and to all the runners-up. Thank you for all your entries, which reflect the commitment of care caterers throughout the UK.

Conference relies for its success on several hard-working people. The magnificent Mary and Roger have already been acknowledged. The seamless administration is down to the team from McCullough Moore - Billie, Shirley, Meg and Paul along with Rod (the voice of God). Neil and the technical crew from Paddy Hall Ltd all possess great skill and each has the patience of Job. Steve Forward, our photographer, moves quietly and unobtrusively around the room and produces the excellent photographic record which you see here. Howard Lewis and all the team at the Blackpool Hilton, take care of us in a most professional manner. Thanks to all our sponsors and those organisations taking part in the exhibition. Finally, the delegates themselves for their co-operation and contribution.

We say it every year - the Best Ever! but knowing Mary and Roger, they will never rest on their laurels. As I write this report, surrounded by snow and ice, I look forward eagerly to the 2011 event in the certain knowledge that it will be, yet another, most memorable experience.

As they say, book early to avoid disappointment.

Bev Puxley
Conference Chair

TOPICS and SPEAKERS

Global Trends in Ageing

David Sinclair Head of Policy and Research,
International Longevity Centre

The Importance of Eating Well for People with Dementia

Brian Hills Family Carer, United Carers, Dementia UK
Penny Hibberd Director, Dementia Services and Development Centre,
Canterbury Christ Church University

Healthcare Caterers International Symposium

Chaired by William St John, Executive Director Healthcare Caterers

International

President & CEO Dietary Managers Association, USA

Panel Members

John Bolland, Institute of Hospitality in Healthcare Ltd, Australia
Robin Gaines, Dietary Managers Association, USA
Bob Mulder, VHVG and Hospitality Management, The Netherlands
Heather Truber, Canadian Society of Nutrition Management, Canada

Humanitas Experiences for Seniors with Dementia

Professor Hans Becker, Chief Executive Officer, Humanitas Foundation

Peak Performance

Lawrence Leyton, Human Behaviour Expert

Personalisation - Food for Thought

Martin Clark, Managing Director, CareConcepts

5 Star Dining in a Care Setting

Doctor Terry Tucker, Director of Learning, Development & Hospitality,
Barchester Healthcare

Meeting the Registration Criteria

Robert Taylor, Care Quality Commission