

STOP PRESS

We are looking to prepare a Staffing Report over the next 6 months and would welcome opinions from all operators on how staffing levels are assessed and the impact of recent developments such as the NLW and Brexit. Please contact us for further information.

SPONSORSHIPS

We are delighted to announce that Carterwood has become a corporate sponsor of the Housing LIN.



New older people's housing report now available

With the demand and appetite for specialist housing solutions for older people, Carterwood have developed a new and improved report for clients wishing to look at developing or expanding into the older people's housing market.

The major added benefits for clients is that we will now not just look at the 'Extra Care' market, but the whole spectrum of housing for older people, from smaller bespoke developments to the largest retirement villages. The most significant development relates to the approach of the sales pricing and assessment of unit sales values; in contrast to a traditional comparable evidence review, our report incorporates three further methods to ensure this critical aspect of the market analysis process is robustly assessed.

Additional new features of the report include:

- Proximity to amenities/facilities of the site under review
- UK-wide analysis of proximity to amenities/facilities and benchmarked against the subject site
- Topographical assessment
- Analysis of the whole market across specialist housing for older people
- A detailed review of key competitors with greater analysis on operational factors and key lease terms
- Alternative assessment of potential 'demand' that more accurately reflects the characteristics of the private sale/ownership model.

If you would like to find out more about our new Extra Care report, which can cover the whole of the UK, please telephone us on **08458 690777** or email us at info@carterwood.co.uk.

Carterwood shortlisted for another award!

Carterwood has been selected as finalists for the Estates Gazette Specialist Adviser of the Year category. The finalists' entries will now be passed to an independent judging panel, who will select a winner in each category. The winners will be announced at a black-tie dinner at the Grosvenor House Hotel on Park Lane, on Tuesday 20 September 2016.



Amanda Nurse, Director, commented; "We are over the moon to be nominated as finalists on our first time of entering at these prestigious awards. After starting Carterwood with Ben Hartley in 2008, we never dreamt we could be considered in these awards, but the recognition of being shortlisted is down to a fabulous team for all their dedicated hard work. We are looking forward to the awards ceremony in September."



Carterwood win Property Consultants of the Year at the HealthInvestor Awards

Carterwood have been named “Property Consultant of the Year – Property Services” at the 2016 HealthInvestor Awards at the Grosvenor House Hotel in London. The prestigious black-tie award ceremony was hosted by BBC broadcaster John Humphrys. Over 1,200 people were in attendance, including leading figures from social care, clinical services and advisory finance groups.



Now in its tenth year, the HealthInvestor Awards recognise achievement in the business of healthcare. This year was the most competitive entry process yet, with submissions up by more than 10% compared to 2015.

Competing against eight other firms - AECOM, Aitchison Raffety, Arcadis, Bilfinger GVA, Bolt Asset Management, O’Kane Commercial, Primary Care Surveyors and Sweett Group - Carterwood were commended by the panel of expert judges for their unique and unfussy approach, coupled with an impressive rise in billings over the previous year. Judges also commented on the focus on one sector, which had enabled the company to enjoy steady growth with a mantra of “solid advice and dependable service”, which has been highly rated and well-liked by Carterwood’s wide client base.

Commenting on this achievement, Amanda Nurse, director, said: “We’re absolutely delighted to win Property Consultants of the Year – Property Services at the HealthInvestor awards. This is our fifth year of being shortlisted and we know we are competing against some big names in the industry, who have been around far longer than we have. Whilst it is Ben and I who were at the ceremony to accept the award, this is an achievement for the whole Carterwood team and an acknowledgement of all their dedicated hard work.”

Latest sales completions

Over the last few months, we have completed on a number of transactions on behalf of clients, from development sites with planning permission, elderly care homes and turnkey development sites:

- The sale of two purpose built homes in Kent on behalf of Avante Care & Support: Hevercourt, located in Gravesend, and Barton Court, on the Isle of Sheppey, have been acquired by Stephen and Julia Gilmour, who are experienced operators in the sector. [Link to case study >](#)
- The sale of a development site in Hordean, Hampshire, on behalf of Contemplation Homes: this site has been acquired by Care UK and has planning permission for the development of a high quality 75-bedroom care home. [Link to case study >](#)
- The sale of a turnkey development site in Andover, Hampshire, on behalf of the LNT Group: the turnkey has been acquired by Care Concern through their funders, Target, and has planning permission for a 66-bedroom care home. [Link to case study >](#)
- The sale of a care home, Newstead House in Hereford on behalf of Somerset Redstone Trust: Heritage Manor, a small, privately owned group of care homes have purchased the care home to add to their existing portfolio.
- The sale of a piece of land with planning permission for a retirement scheme in Titchfield, Hampshire on behalf of the Minton Group: the land and its associated planning permission (58 apartments and 28 bungalows) has been purchased by Oak Retirement, who will develop and operate the scheme. [Link to case study >](#)



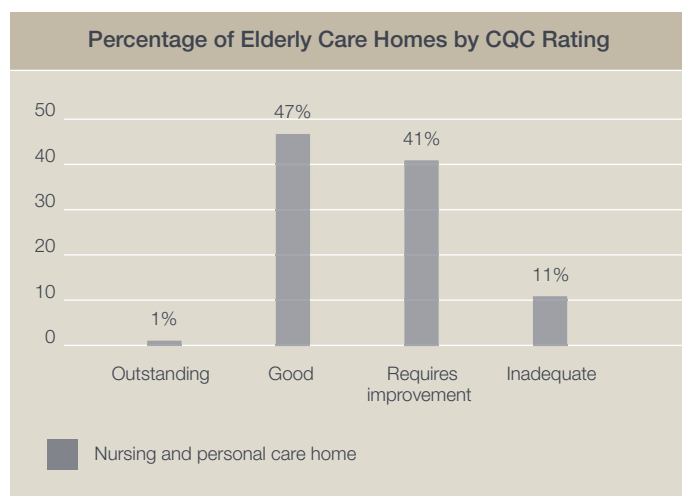
Titchfield

A CQC Rating Analysis

The issue of care home ratings by the Care Quality Commission (CQC) has received relatively little attention in the news recently, with so many other items on the agenda, and yet a home's CQC rating can also have significant impact on its future – whether that is the continued operation of a home or the potential impact on its value and sale-ability.

The CQC provides a monthly update of the ratings achieved by care homes following inspections on its website, which includes an interactive map of the UK where you can search for recently inspected homes by location. From the CQC's monthly list, we have taken a snapshot of the overall ratings achieved by recently inspected care homes. Over the month period to 8 April 2016, 996 elderly care homes were inspected by the CQC, and our analysis and commentary, below, focusses on these.

The chart below summarises these recent inspections and highlights that only 1% of homes were awarded an outstanding rating, compared with more than half of all care homes rated as either 'Requires Improvement' or 'Inadequate'.

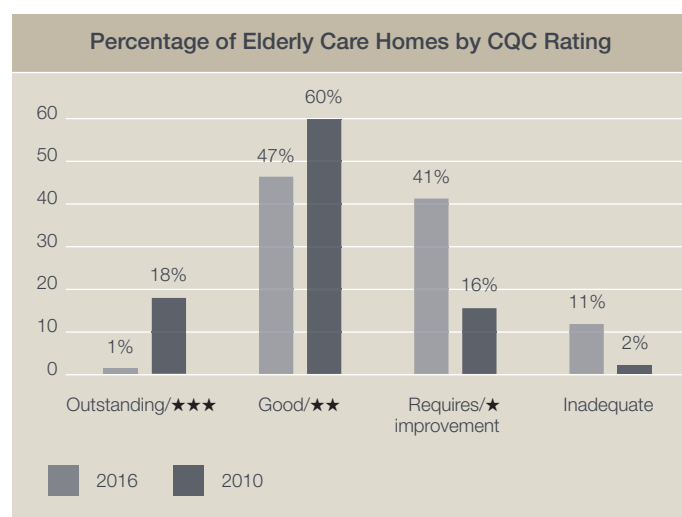


Whilst the adjacent relates to only a small percentage of the overall number of care homes, it does raise an important question – why so few outstanding ratings?

If we look back a few years to the star rating system previously used by the CQC, we can compare the results from both systems. The old assessment system used a Four Star rating system:

- 0 – poor;
- 1 – adequate;
- 2 – good;
- 3 – excellent.

For the purposes of this commentary we have assumed that 0 stars is comparable to an Inadequate rating, that 1 star is comparable to requires improvement, 2 stars is comparable to good and 3 stars to outstanding. Whilst the two rating systems are not directly comparable, they are both nevertheless based on four tiers. The graph below highlights the percentage of all homes inspected and their respective ratings as at January 2010 (Source A-Z Care Homes) and the month to 8 April 2016 (CQC).



What leaps out is the decrease in the percentage classified as either outstanding or having three stars. Does this mean that there has been a drop in the standard of care? Is the CQC interpreting regulations differently? Or is there another reason?

The figures seem to fly in the face of expectation. There are, after all, a number of reasons why one might expect standards to be rising, for example, the number of new care homes opening, the increasing barriers to entry – which would put off all but the most committed operators – and the advance of technology delivering both administrative and service improvements.

The CQC clearly plays an important role in ensuring the provision of high quality care for the most vulnerable in our society across England. There is, however, a question as to whether inspectors are more aggressively applying their interpretation of regulations, resulting in fewer “outstanding” homes. This may be the result of, amongst other things, recent scandals in the sector.

A more cynical interpretation might be that inspectors are taking a tough stance now with a view to showing, at a date in the future, an improvement in overall ratings as a direct consequence of their assessments today. Of course, we cannot answer these questions. What ultimately matters is the recognition that the CQC ratings make an important contribution to the decisions made across the whole social care sector, and so it is not just important that these ratings are accurate, but also that they are consistent across the country.

At Carterwood, the CQC ratings form part of our initial assessment of a care home. They do not, however, tell the full story, and our judgements are supplemented by thorough research. An assessment of commercial viability (and therefore value) requires an assessment of not just service standards but also the location, current and planned supply and demand, and physical quality of the asset.

Expansion of team with new employees



From left to right: Emma, Aishling and Bethany

We are delighted to announce that we have recently recruited three new members of staff, in addition to five new members who joined in September 2015. This has resulted in an almost 100% increase in the number of staff.

Emma Dent has joined in a newly formed role as practice manager, which has been created due to the rapidly expanding business. Emma's role will involve managing the central functions of the business, which will oversee IT, finance and HR as well as facilities management and general administration. Emma was previously employed as a practice manager for a busy GP practice at a surgery in Newport, where she provided operational management, financial and business support.

Aishling Barrett and **Bethany Rathbone** join the consultancy team as analysts. Aishling studied at the University of East Anglia, where she obtained a degree in Environmental Earth Science and also has an MSc from the University of Bristol in Volcanology. Bethany has a Geology MSci degree from the University of Bristol and has worked as a scientific assistant in a UKAS accredited laboratory.

Amanda Nurse, director, commented; "Ben Hartley and I are absolutely delighted that Emma, Aishling and Bethany have joined us and will provide the additional support to the remainder of the team at this intense period of exciting growth for the business. The last few months have seen a significant increase in overall activity for both the agency and consultancy teams and we know that we can only service our customers effectively by investing in new staff and developing and promoting our existing team members."

Consultant cycles 220 miles in support of PBT centres

Robert Belcher, consultant at Carterwood recently took part in a gruelling 2-day 220-mile cycle ride along with members of staff from UCLH (University College London Hospitals NHS Foundation Trust) and The Christie NHS Foundation Trust, who joined forces to raise funds for the UK's first NHS high energy proton beam therapy (PBT) centres.

The teams raised over £10,000 towards the new PBT centres. While the build and operational costs of the centres are entirely funded by government money, this will contribute to an overall fundraising target for each hospital of £10 million.

Currently patients requiring PBT have to travel abroad for long periods of time to receive this state of the art treatment as the service is not available in the UK. These treatments will be delivered in Manchester and London from 2018, as a national service combining the expertise of cancer specialists from the two hospitals.

The proton beam therapy centres are currently under construction, with The Christie due to complete in 2018 and UCLH in 2019. The centres will each treat up to 750 patients every year.

You can make a pledge online by using this justgiving page:- www.justgiving.com/ManchestertoLondonPBTRide2016



Carterwood 2016 Summer Social

For the second year in a row, Team Agency have romped ahead of Team Consultancy to win the annual Carterwood Summer Social Event. This year saw the teams descend upon the city of Bristol for an afternoon of augmented reality orienteering. Each of the teams covered over 5 miles in the blistering heat, while keeping a lookout for various points of interest throughout the city and completing mini challenges at each location, which included posing with random strangers for photos; recreating optical illusions and mimicking celebrity voices.

Amanda Nurse, commented; "the result was never in doubt". Ben Hartley, made reference to a "convoluted" scoring system and declined to comment further!

All good fun and entertainment, which the team thoroughly enjoyed despite the warm weather!



Beth's team with a challenge around a motorcycle



Ben's team with an optical illusion challenge



A selfie from one of the teams



Emma finding her twin...

FOR SALE



Site at Haford Road, Hereford

An opportunity to acquire either a development site, turnkey or leasehold for a 68-bed care home at Haford Road, Hereford, subject to planning.

[Link to sales details >](#)

Project Willow

Elderly care group in South West England comprising over 120 registered bedspaces with potential to improve trading performance. Mix of purpose built and converted properties registered for residential, nursing and dementia care.

For further information please download sales details from our [website](#) or telephone **08458 690777**.

For more information about Carterwood or to find out how we can help you please telephone 08458 690777

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