



Business Briefing Summary

Looking into the Future of Social Care



carterwood



♥ babylon

Santander UK, 2 Triton Square, Regents Place, London, NW1 3AN
Friday 31st March 2017

We've shared our knowledge, thoughts and ideas... now here's a summary and the pictures!

Rachel Jarvis
from Santander



Dasos Kirtsides, Mark Pavis, Amanda Nurse,
Jane Ashcroft and Matthew Drysdale



Economic Overview

Barry Naisbitt

Chief Economist

Santander UK

In his economic overview, using the latest economic data, Barry provided his thoughts on the direction of travel for the UK economy. Barry spoke about the UK economy growing more strongly in the second half of last year than many expected following the referendum vote last summer, coupled with the unemployment rate falling to 4.7%, its lowest rate for over a decade. He also explored the impact of the depreciation of sterling, leading to higher inflation, at 2.3% in February, its highest since September 2013.



With inflation expected to rise further in the coming months, Barry concluded that unless average earnings growth increases this will mean a squeeze on real earnings growth. In turn, this is likely to slow consumer spending and overall GDP growth in the second half of this year and into 2018.

For specific information on Santander's support in the social care market, please contact

dasos.kirtsides@santander.co.uk

Delivering Quality Care

Jane Ashcroft CBE

Chief Executive

Anchor

Speaking about delivering quality care in the future, Jane emphasised how the care sector can continue to innovate through the adoption of technology. Adopting new technologies is important, given the increasing expectations placed on providers, increasing staff costs, squeeze on public funding and growing number of people who are affected by dementia.



Innovative technology use can enable services to continue to grow through the provision of adaptable and flexible housing and care. From iPads to therapeutic robotic seals, technology has already begun enhancing care provision. New technologies can also support recruitment, helping to attract and retain younger carers when used in conjunction with a compelling employee offer.

Regardless of the technology, it should be remembered that great satisfaction can only be achieved by ensuring older people are influencing what providers do and how we do it.

For further information, please contact
jane.ashcroft@anchor.org.uk

Elderly Care Home Development

Amanda Nurse, Director
and **Matthew Drysdale**,
Principal Surveyor
Carterwood



Amanda and Matthew explained how when Amanda first entered the healthcare sector in the early 1990s less than 1% of the UK had access to the internet. The world was a completely different place and yet the care sector was “gripped in a fee crisis”.

While the pressure of fees remains, regional differences mean the “fee crisis” is affecting some areas more than others. Surrey, for example, has seen fees treble over the last 20 years. With such a high increase, staffing rather than fees is one of the most pressing issues this region faces today.

Assistive technology will play a key role in overcoming staffing challenges by helping staff to do their jobs more productively and efficiently. This is particularly important in Surrey, where the number of care beds is growing, staff turnover is high and there are gaps in the provision of staff.

For further information, please contact amanda.nurse@carterwood.co.uk or matthew.drysdale@carterwood.co.uk

Embracing Digital Dr Ali Parsa Founder and CEO Babylon Health

Ali explained that everyone in the world is facing differing degrees of the same issue - the accessibility and affordability of healthcare. The digital revolution, however, is creating a very different model of healthcare delivery. Implementing data collection for diagnosis in particular is speeding up consultations, freeing up healthcare professionals for treatment and care, and cutting costs by up to 80%. It also encourages users to take medication, reducing waste.

The new model of healthcare delivery should make the future of healthcare significantly smarter and better value for everyone, including for almost half of the world's population who have little access to quality healthcare.



The Babylon mobile app is specifically designed to help tackle the problem of healthcare accessibility and affordability. Thanks to technology, healthcare has an optimistic future.

For further information, please contact ali.parsa@babylonhealth.com

Jose De Pablo and Richard Dooley
from Octopus Healthcare



Graham McKean, Amanda Nurse,
Jane Ashcroft, Ali Parsa and Mark Pavis



Matthew Drysdale and Amanda Nurse

Thank you for attending our
business briefing, we hope to
see you again soon.

