

## Save the date!

Join Citation's experts in care for an update on CQC changes and developments to HR and Health & Safety legislation.

### Mick Feather

Care Business Manager

- Overview of CQC changes
- Outstanding services
- Preparing for a CQC inspection to ensure you are rated outstanding

### Keith Lawson

Business & HR expert

- HR legislation & GDPR
- Top tips to recruit, retain & motivate employees
- Protecting employees, service users & visitors from risk

- ▶ The event will also include problem solving and best practice sharing amongst the other care providers in attendance.



Entry is free but by invitation only and tickets are non-transferable. **RSVP is essential.**



0345 310 0650



RSVP@citation.co.uk

## Mick Feather

### Care Business Manager

Mick has over 30 years' experience working in the public sector including East Sussex Fire and Rescue Service, Child Support Agency and 4 years as a Care Quality Commission Inspector, two years of which he spent training 600 new CQC Inspectors.

Mick has sound knowledge of the care sector, learning and development, equality and diversity, cultural change and the ability to translate complex legal guidance and procedures into practical easy to follow solutions.

## Keith Lawson

### Business & HR expert

Our second key-note speaker, Keith Lawson has 10 years experience as a HR & Business expert. Keith has provided practical, pragmatic advice to over 97,000 businesses in his career to date.

Keith's experience of working with a multi-national workforce, and his wealth of practical experience, have heightened his awareness of the absolute necessity for a comprehensive HR and Health & Safety strategy.

“ Absolutely excellent -  
Thank you!  
Pure quality = efficient  
and effective

#### Director

Private Home Care UK Ltd

## Where & When

### The King's Croft

- 3pm - 5pm
- Tuesday 17th July
- The King's Croft, Wakefield Road, Pontefract, West Yorkshire, WF8 4HA

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