



# Shaping the future of care

How Citation  
can help

HR & Employment Law | Health & Safety | Cyber Security | Regulatory Compliance

# Who we are

At Citation, we care about your business.

We understand the complexities and challenges you face in the care industry. With our extensive expertise across various aspects of care, we help our clients focus on delivering outstanding care while we expertly handle compliance.

Our expertise is grounded in long-term experience and a deep understanding of the care industry, thanks to our work with over **2,600** care businesses, partnering with over 30 care associations and our decade-long partnership with Care England. We're a team of seasoned professionals who know the ins and outs of the care sector, and we're here to take the pressure off you.

## Our services and how we help

### Comprehensive compliance solutions

Navigating the care sector's complexities? Our expert consultancy services provide insights and actionable plans to boost your services. Whether it's tackling new regulations or improving your service delivery, our powerful services work together to relieve the compliance pressures faced by care providers.

#### HR and Health & Safety

We provide a range of valuable content and resources, including:



**24/7 Health & Safety and HR advice:** available 365 days a year from our team of pros.



**Employment Law and HR handled:** managing human resources in a care environment can be tricky. With our HR services, you can streamline your HR processes, save time, and stay compliant with ever-changing regulations. And that's not all, our smart management system platform Atlas helps you streamline your day-to-day activities, from admin tasks to holiday planning.



**Tailored documentation:** we'll create it, whether it's essential contracts, handbooks, or other documentation, so you don't have to.



**Care-specific, certified e-learning:** to keep your team equipped with the right skills to deliver outstanding care.



**Health & Safety:** with our Health & Safety services, we'll help you create a safe environment for both your staff and service users. Here are just some of the ways we can support you:

- On-site inspections: get a thorough Health & Safety review from our expert consultants.
- Risk assessment support: to help you identify and reduce hazards.
- Incident reporting tool: streamline reporting and incident response with our smart software, Atlas.
- Certified training: equip your team with essential training on everything from slip, trip, and fall prevention to safe manual handling, helping reduce long-term health issues and absences

## Cyber security

Did you know that **34%** of care establishments paid to get their data back in 2022 – the UK average is only 13%. The nature of extremely sensitive data that the care industry holds makes them prime targets for cyber criminals, with common threat paths including phishing, ransomware, supply-chain attacks, and lack of cyber awareness.

As the care sector continues to digitalise, implementing robust, preventative solutions is key to keeping your business, data, and people protected. With our team of cyber experts, we can support you with building resilience, reducing risk, and keeping you compliant through our test, train, and certify approach.

### Some of our recommended security solutions:

- Cyber Essentials certification
- Penetration testing
- Intelligent monitoring
- Employee training
- And so much more!

## Regulatory compliance

We know that keeping up with Care Quality Commission (CQC) standards can feel like a full-time job. That's where we come in. Our compliance solutions are tailored to keep your care establishment up to scratch, reducing the risk of non-compliance and those pesky penalties.



**CQC Pro:** our online tool that helps you to build the compliance picture of your service in line with the new CQC framework. With everything from automated prompts and actionable guidance, to ready-to-use audits and surveys, CQC Pro is the perfect tool to save you time and prepare for inspection.



**Mock Inspections:** ready for the real deal? With ever-changing legislation and so much to keep on top of, you need to be confident you're fully prepared for when an inspector inevitably arrives. Whether you're a new care provider prepping for your first visit or an existing care provider wanting to improve or retain a previous rating, our mock inspections simulate CQC inspections to see how you would perform against the new CQC framework and pinpoint areas for improvement, so you'll feel more prepared for the real thing.



**Care policies and procedures:** keeping your policies up to date can be a headache. Let Citation help! Our care sector professionals research and write policies to comply with current regulations, reflecting best practices and legal requirements.

## Tribunal support

Citation clients are already 93% less likely\* to be taken to tribunal, but if you do face a tribunal claim, our employment advice guarantee means that, as long as you follow our advice, you'll get the representation and financial support you need\*\* to go through the process and come out with a high chance of success.

The best part? This isn't a costly, add-on service that ends up totting up to a huge bill. This is included in our hits-all-the-spots HR & Employment Law package, so you can get all the guidance and protection you need in one place.

\*Vs national averages      \*\*Up to £1.5 million per year



# Tackling today's (and tomorrow's) challenges

Whatever's going on in our rapidly changing world, we'll be here to provide advice and guidance you can trust. The care sector is navigating significant changes and challenges due to increasing scrutiny on the CQC, a new government now in power and not to mention the introduction of the new CQC framework. For care providers, adapting to these changes while maintaining high standards of care can be demanding.

Our services are designed to tackle these issues head-on, providing the support you need to navigate this complex environment. Without our comprehensive services, care providers might face:



Increased risk of non-compliance and potential fines



Staff burnout due to inadequate training and support



Operational inefficiencies leading to higher costs and lower quality of care

## Recommended by Care England:

Hear from Professor Martin Green OBE of Care England as he describes in his own words how Citation supports not only Care England as a customer, but the wider care industry:

"Citation has an incredibly broad suite of services that are available to the care sector, but what they also have is unparalleled knowledge of the care sector and the care businesses. So what they're able to do is provide the right information, but in an accessible form in a way that other providers don't."



# Real results for real providers

"Not having the Citation support system in place would be impossible to be without. I'd highly recommend Citation to other businesses, this support system should always be in place - I'm not sure how we managed for so long without it! It's professional, affordable and friendly- like having an extended team they just seem to get us! Financially, Citation is worth every penny. Their service is worth its weight in gold."

**Kirsty Miceli**  
Bloom & Care

"We are a small company (care agency) and recently commissioned the services of Citation. Our experience so far has been excellent. From the onboarding to the Health & Safety advice, the online training we are so happy we decided to join. We had a very challenging HR issue that arose quickly and with the support of the HR legal advisors we were able to navigate this easily and confidently. I am absolutely certain we would not have known how to deal with this issue in the right and proper legal way but the advisors gave us the confidence to do so. I cannot recommend this service enough. It really is worth every penny. A great investment in our business."

**Alison Jessop**  
Age Care Advice Limited

"We have been using Citation for care policies and procedures, H&S and HR. We are going into our third year and we use some aspect of Citation daily. The Atlas portal is a fantastic tool and a main tool in the daily running of our business. We have had to use the employment law specialist on a number of occasions and they have always been able to help."

**Terrian Sullivan**  
The Neelloc Pearce Group Limited

"We've worked with Citation for many years, both for our own business and also for the member organisations that we represent. They have always been professional and the level of knowledge they have about the Adult Social Care sector is unparalleled. Whenever one of our members has an issue about Health and Safety, HR or CQC we always point them towards Citation as we know the service they will receive is excellent"

**Keiron Broadbent**  
West Midlands Care Association Limited

## Citation – by your side

We believe in creating a strong community where care providers can thrive – join over 2,600 care businesses already partnering with Citation. Stay informed with the latest in employment law changes, CQC updates, and more – where you'll be invited to participate in webinars and receive support through every step of your compliance journey.

Contact us today on **0345 844 1111** or scan the QR code to see how our comprehensive compliance services can benefit you.

Scan me

