

Contribute to the Market Engagement Plan for Norfolk

Norfolk County Council is working to improve the culture of engagement in the adult social care market in Norfolk. Since November 2016 we have been addressing a number of key issues raised by care and support providers at our provider engagement workshops ([see the report and 36 recommended actions here](#)). We want you to continue playing a central role as the work develops, sharing information, ideas and experiences; shaping the way we tackle the identified pieces of work; and evaluating their success as we move forward together in building a stronger and more productive culture of engagement in the care market.

We recognise the invaluable expertise, experience and perspective that you have, and therefore want you to play a central role as this work develops. There are various ways that you can get involved, from sharing information relating to how any of the 36 points have affected your organisation to offering your ideas on what a good solution to a recommended action would look like. We are eager to facilitate this collaboration, and invite you to join one of the four task and finish groups that will address specific parts of the market engagement plan:

- **Strategic Co-Production Group:** We are going to develop new ways of working together, beginning with how we interact operationally and strategically. We will take steps to raise the level of engagement at our forums; develop new ways of sharing information and communicating; and make co-production a reality in our working relationships.
- **Communications Group:** We have made a number of additions to our website, and together will ensure that we are providing useful information in an accessible manner; promoting clear communication and engagement online; and offering a high level of customer service to resolve problems and provide clear guidance on a range of operational issues.
- **Social Work Practice Group:** We have examined how assessments, reviews and funding panels operate, and will together evaluate recent procedural changes and establish clear information and advice; offer training to support the market in delivering strength based care and support; and develop opportunities for providers and social work teams to gain greater mutual understanding.
- **Market Development Group:** We want to support your organisation through sharing market intelligence, discussing our commissioning intentions and promoting innovative approaches to providing high quality care in Norfolk. Together we will evaluate the ways we already do this, and where we can improve in order to nurture a dynamic and resilient care market.

The market engagement project is also working closely with the development of the new social care system LiquidLogic, supporting provider engagement to improve the payments process and resolve delays ([for more information visit the provider portal pages on our website](#)).

This is an opportunity to get involved in a wide range of issues and shape the future of engagement in the Norfolk care market. If you wish to find out more about the market engagement plan please visit our [website](#) or contact Don Leggett (donald.leggett@norfolk.gov.uk) to register your interest in taking an active role.

Workshop relating to the All Age Autism Strategy and Autism Partnership Board.

Norfolk County Council invites you to attend a Workshop regarding the Norfolk-wide All Age Autism Strategy and Governance arrangements.

We can now confirm the workshop details as follows:

Date: Friday 18 August 2017.

Time: 10.15am - 4.00pm. Refreshments will be available from 9.45am.

Venue: The Green Britain Centre, Turbine Way, Swaffham. Norfolk. PE37 7HT. The venue is fully accessible.

Directions: Details of the venue and directions on how to find it can be found by following the link:

<http://www.greenbritaincentre.co.uk/visit-us>

The SatNav reference is PE37 7HT.

Refreshments:

Tea and coffee will be provided throughout the day. A free buffet lunch will be provided if requested. A café is also available on site.

Background:

Norfolk County Council and the Clinical Commissioning Groups are appointing an Interim Commissioning Lead for Autism and Learning Disability in September. This is in recognition of the need to work with the Norfolk Community to give focus and priority across health and social care to this complex area of work. We are keen to make progress and build on all the good work undertaken by a number of key contributors over the last two years.

Aim of the workshop:

The aim is to re-draft the current 'draft strategy' to go out to full and formal consultation and to have clear governance arrangements for an Autism Partnership Board and sub-groups by the end of the year.

This workshop is a key opportunity for you to be able to influence and shape how best to strengthen the strategy and arrangements going forward, so that there is greater commitment and consensus to inform the re-drafting that will take place.

Format:

The day will have a workshop format with opportunities to actively contribute. There will be a safe haven provided. There are also significant areas of green space available and parts of the building to explore and walk about in if you find you would like a break during the day.

The **morning** will focus on **membership and governance arrangements**. The **afternoon** will consider what is important in the **redraft of the strategy and the consultation process**. Please let us know on the registration form if your preference is to only to attend for the morning or afternoon. A full programme will be provided at the start of the workshop.

We do hope you will be able to attend as your contribution is valuable. If you are unable to attend please feel free to share this invitation with someone who you feel would be able to contribute.

Travel expenses and involvement fees will be paid to service users and carers. The specific involvement fee amount will be confirmed nearer the time.

How to let us know you would like to attend:

Please complete the registration form which can be obtained from Alastair Corrigan via alastair.corrigan@norfolk.gov.uk by **Friday 11 August**. This will then give us enough time to confirm final numbers with the venue.

If you have any queries, please contact Alastair Corrigan via 01603 223098 or using the email address above.

Information from RadcliffesLeBasseur

Healthcare briefing

Factual accuracy responses to draft CQC reports: New Section C

The draft report prepared by the CQC following any inspection is always sent to the registered provider to enable them to provide factual accuracy comments.

Factual accuracy responses should obviously address any incorrect facts, but can also draw attention to incorrect assumptions or judgments.

The CQC now includes a new Section C in the Factual Accuracy Response Form. This invites providers to provide further evidence for 'completeness'.

Where the CQC has overlooked, not been shown or failed to ask for relevant documentation which impacts on the matters covered by the report providers should not hesitate to provide that in order to improve the quality of the inspection report.

In many cases this could also assist in improving the rating and is

therefore clearly a key part of the inspection process.

Norfolk Open Workshops **Diabetes Awareness Training**

An informative and interactive way to stay up to date, and increase skills and confidence, when caring for adults living with diabetes

Norwich

Extra Hands Home Care Norfolk
Suite B
Abbey Farm Commercial Park
Southwell Road
Horsham St Faith
NR10 3JU
Friday 10 November 2017
(10am – 1.30pm)

Other venues in Norfolk

Additional venues and dates are currently being investigated (areas: Swaffham and Great Yarmouth)
Contact us if you would like to be informed of scheduled workshops once they have been arranged (or would like to suggest a venue)

How much do they cost?

- The cost per person is **£45**. This includes a delegate pack and attendance certificate for each learner, and a copy of the post workshop Evaluation Report will be sent to each organisation which had staff present at the workshop.
- One free place for every 10 places booked (this applies to bookings made at either venue on the same or different dates).
- Complimentary refreshments are provided and free parking is available at/near to both venues.

How many staff can attend?

- Organisations can book as many places as they wish up to a **maximum of 12 per workshop**. Places are limited to 12 learners per workshop to maintain an interactive environment.

How can I book staff onto a workshop?

- To book a place or for further information please contact us. We are always happy to have an informal chat about your diabetes training needs and how we can potentially help.

As with all the DUET diabetes workshops, the open workshops comply with current UK diabetes guidelines and will be run by an experienced diabetes specialist nurse.

Contact: Info@duetdiabetes.co.uk

Tel: 01799 584178