



How Do I Become..

Norfolk Independent Care in collaboration with City College Norwich would like to invite you as a Care Provider to attend and present at a “How do I become” session for health and social care students. CCN run a series of careers talks by people who actually do the job.

These talks (30-45mins) complement their study by educating and inspiring them in the actual world of work by people who actually do the job. The talks are complimented by a Careers Guidance Adviser from the College answering questions on entry routes and qualifications.

If you would like to be involved in this very worthwhile opportunity of telling your story of how you became....working within your current industry please contact Lucy.Whitwood@ccn.ac.uk. Lucy will provide you with further information including the topics and questions that you could cover.



Bed Tracker

For the attention of residential care providers who supply Norfolk County Council.

Norfolk County Council has introduced a Bed Tracking system to enable you to let us know of the up to date situation in respect of bed availability in your home. The system is live now and ready to use.

Why is this important?

Especially during the winter, we need to be able to quickly move people who are ready for discharge, from hospital to a suitable facility.

This will contribute to keeping hospital beds available for those who need them and prevent system breakdown.

The system will ensure that our Service Brokerage team are aware of your vacancies and can match them to people who need a place.

This will help you maximise occupancy rates and profitability.

How will it work?

You complete a simple online form anytime when you have availability. Our Service Brokerage (Care Arranging) team will see a list or map of all the homes who have informed us of availability and contact the most suitable homes for the person they are trying to place.

We will send out email reminders from time to time just to keep you in the swing of updating the system regularly.

What do I do now?

You can go straight to the online form via <https://apps.norfolk.gov.uk/BedVacancyTracker/>

In the event of bed tracker failing you can contact Service Brokerage (care arranging) as usual.

NEW news items have been posted on the Norfolk SAB website

Wednesday 03 January 2018

NEW news items have been posted on the
Norfolk SAB website

*Safeguarding calls doubled this Christmas across
Norfolk*

First Adult Safeguarding Newsletter for GP practices

*Modern Slavery - Guide for nurses and midwives
from the Royal College of Nursing*

A new alcohol and drug service for Norfolk

518 Friends Against Scams

Please go to:

[Norfolk Safeguarding Adults Board \(NSAB\)](#)
[then click on news](#)

*Please cascade to your colleagues, contacts
and networks as appropriate, thank you.*

Don't forget

NICE consultation on guidance around mental capacity and decision making: [see 27 December 2017](#)

Also see the training page:

- *Open courses 2017-18: Mental Capacity Act & Safeguarding Adults - places still available*

[Norfolk Safeguarding Adults Board: Training](#)

**# You can follow NSAB on Twitter –
@NorfolkSAB #**

Community Wellbeing Hub (Mental Health Crisis Cafe) consultation

Consultation is open on proposals for a community wellbeing hub in Norwich, for people in mental distress or ill health. The community wellbeing hub model is intended to give people access to support to help them resolve or stabilise their mental health before reaching a crisis, in a location that is accessible. A briefing outline and details of how to take part in the consultation can be found by [clicking here](#). **The deadline for comments is Monday 8th January.**

NSFT is planning to open a crisis café in Norwich in 2017-18 to offer a safe, specialised, community setting where people with an escalating mental health condition can go for immediate professional support.

Work is also taking place to explore in greater detail the potential impact which step down beds, which are used when a person is no longer in a mental health crisis but is not yet ready to return home, could have

on reducing admissions to acute units.

- The development of a community personality disorder service would provide a useful addition to existing services

NSFT already provide services to people with personality disorders, and is currently working on a Personality Disorder Strategy. The review further highlighted the need for a specific service PD service. An NSFT consultant is leading a project to create a community personality disorder service (from existing resources) which will offer high quality assessment and supervision, as well as a range of interventions such as active listening, psychotherapy and crisis response. Work is due for completion at the end of 2017-18.

<https://www.norwichccg.nhs.uk/news-news-events/307-mental-health-acute-capacity-review>

News from COC

Chief Inspector's column:

Andrea Sutcliffe reflects on the challenges and successes we have seen in adult social care in 2017.

[Read more here.](#)

Local system reviews: interim reports Findings from our first six local system reviews

HALTON - BRACKNELL FOREST - STOKE-ON-TRENT - HARTLEPOOL - MANCHESTER

Findings from the first six local system reviews published

We have published the [interim findings](#) from the first six local system reviews that we have been commissioned by the government to deliver. The emerging findings reveal that those working within health and adult social care services are passionate about providing the best possible experience to the

older people within their care. However, their efforts can be compromised by the competing priorities, performance measures and accountabilities of their employing organisations.

The report from our review of York will be published soon. We have also carried out reviews of Oxfordshire, East Sussex and Plymouth with reports to publish in the new year. The government recently confirmed the [remaining local systems](#) to be reviewed.

Respond to our fees consultation before 18 January

The consultation about the fees we propose to charge registered providers in 2018/19 is open until midday on Thursday 18 January. In this consultation we make specific proposals for community social care and are particularly keen to hear from these providers.

For residential social care the fees scheme remains unchanged, which means that your fee will remain the same as that for 2017/18, providing your registration remains unchanged.

You can read the consultation document and respond via the online form on [our website](#).

We're asking for providers' views on CQC

We're running our Annual Provider Survey in January to get the views of providers of health and social care on how we are performing.

This helps us to understand how well we're performing against our strategic aims. Crucially, it helps us to identify areas where we need to engage with providers more, and where we need to take actions to improve.

We have made some changes to the survey this year to help us improve the robustness and reliability of results. The survey is anonymous and will be sent to a random sample of providers from each sector regulated by CQC.

If you receive an invite to take part in the survey we would really value your time in completing it. Your feedback helps us to learn and improve as an organisation.

Results of the 2017 survey

You can also read the top level [results of our 2017 provider survey](#). Earlier this year we invited providers to respond to questions across three areas: their experience of inspection; our strategic approach; and their views of our publications and thematic reports. The survey had almost 7000 respondents.

Results across all sectors

- 72% were positive about our role in encouraging health and social care services to improve.
- 75% said that the way we regulate is beneficial to the quality of care received by people.
- Providers found our thematic reports helped them drive improvements in quality of care.

Results in adult social care

- 95% have a very or fairly good understanding of the approach CQC takes to regulation and inspection.
- 80% of providers told us that they strongly agreed / agreed that their inspection helped to identify areas of improvement, an increase of 8%.
- Similarly, 74% felt that their inspection report also provided information that helped improve their service, an increase of 7%.

Transforming registration

We are developing our approach to improving registration. The information we capture at registration underpins how CQC monitors, inspects, rates and takes enforcement action with providers.

Our vision for registration is focused on four key outcomes, to ensure:

- Registration is a quality test – only registering providers that have the potential to deliver good quality care.
- We develop open, transparent, efficient and streamlined processes to enable applicants to have a clearer understanding of the requirements of registration and apply more efficiently through an online system. This will also improve processes to reduce some of the burden and time costs for providers.
- We develop public confidence in the register we hold about services.
- We support innovation in health and care services by making sure registration processes are flexible enough to handle ongoing marketplace changes, such as new care models and technology.

As part of the transformation programme, we will develop a new digital registration service which will be rolled out using a staged approach by service type. We are beginning with services that provide personal care, for example, domiciliary care agencies, supported living, and extra care housing schemes.

The new digital service will run in parallel with the operation of our current service so that registration continues and there is no break in our operational delivery.

We will continue to engage with you as part of our rolling programme of quality improvement and will share any further

updates through this bulletin.



Market Oversight scheme guidance review

The Market Oversight scheme was set up to oversee the financial health of difficult-to-replace providers of adult social care, and to give an early warning to Local Authorities so that they can ensure continuity of care if there is a likelihood of business failure. More details about the scheme can be found on the [CQC website](#).

The scheme has been in operation since April 2015, and has for the most part worked well. We feel now is a good time to use the learning and experiences gathered over the last two years to help us to make further improvements to the running of the scheme within the scope of current legislation. The review will primarily focus on improvements to the [provider guidance](#) which describes the scheme's operating policy. This will be completed during spring 2018. Revised guidance will be published on our website on completion along with refreshed quick guides for providers and the public.

If you have any queries in the meantime, please use the CQC [contact form](#) and ask for your enquiry to be directed to the Adult Social Care Policy Team.

CQC and the Business Impact Target

Since the last Parliament CQC is expected to contribute to the government's Business Impact Target – a commitment to reducing the costs of regulation to business.

This Target applies to government departments as well as regulators. It requires public bodies to estimate the anticipated costs and benefits to business before we implement changes in the way we regulate in documents called Business Impact Target assessments.

Providers will be able to engage with [CQC's Business Impact Target work](#) in a variety of ways. We will need input from providers to be able to inform our estimates of costs and benefits of changes in the way we regulate – these will be set out in

Business Impact Target assessments. We will undertake a variety of exercises to gather insight from you to feed into assessments, e.g. surveys, meetings or questions on our [online community](#). These assessments once finalised will be made available to you so you can see how we are taking impact on fee-paying providers into account when making changes in the way we regulate.

Social Care Ombudsman alerts

The Local Government and Social Care Ombudsman investigates complaints about all areas of adult social care – including complaints about care providers.

They have launched a range of newsletters, which includes a dedicated bulletin for care providers. This includes the latest news, reports and helpful guidance. You can [subscribe through their website](#).

Follow us on Twitter!

Keep up with our work with professionals and provider organisations in England by following us on Twitter [@CQCProf](#).