

Just over 1 week left to make your nominations - Don't miss out – (nominations close 12 noon, 17th November)



To make a nomination visit www.norfolkcareawards.co.uk

The Norfolk Care Awards categories are:

- Delivering excellence through learning and development
- Effective coordination of End of Life care
- Excellent person centred care and support
- Excellence in Delivering Dementia Care
- Collaborative Partnership
- Motivational leadership
- Promoting dignity and respect in everyday life
- Rising Star
- Team Award – Together Everyone Achieved More
- The Harold Bodmer Outstanding Achievement Award

The Norfolk Care Awards, will take place at Sprowston Manor on 22nd February 2018, and will be 'streamed live', to ensure everyone across Norfolk can celebrate with you.

Media enquiries:

Norfolk Care Awards

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News from CQC

Chief Inspector's column

This month, Professor Ted Baker shares information on the publication of our *State of Care* report, focusing on collaboration and the need for providers to work together to ensure the best outcomes for people.

[Read more here.](#)





State of care

On 10 October we published *State of Care*, our annual assessment of health and social care in England.

This year's report shows that the quality of care has been maintained despite some very real challenges – a testament to the hard work and dedication of staff and leaders. However, as the system continues to struggle with increasingly complex demand, access and cost, future quality is precarious.

Have your say on the fees we charge providers in 2018/19

The consultation about the fees we propose to charge registered providers in 2018/19 is now open until midday on Thursday 18 January.

Our proposals for 2018/19 seek to make sure that our fees scheme continues to distribute fees in a proportionate way for all registered providers.

You can find the consultation document and respond via the online form by [visiting the consultation page on our website](#).

Changes to DBS certificate validity period

Individuals applying for registration currently have to provide a CQC countersigned DBS (Disclosure and Barring Service) certificate that has a six-month validity period. Following feedback from providers on burden and cost, we have extended the validity period to 12 months. This came into effect on 16 October 2017. Please note, the changes will still allow CQC to request a six-month DBS certificate should there be any safeguarding concerns. More information on [DBS checks](#) can be found on our website.

CQC completes initial review of mental health services for children and young people

In January the Prime Minister asked CQC to conduct a review of quality and access across the system of mental health services for children and young people. [This report](#) marks the first phase of that review.

The first phase of the review has found that the system as a whole is complex and fragmented. As a result, too many children and young people have a poor experience of care and some are unable to access timely and appropriate support.

Gaps in continuity of care that can occur during the transition from children's services to adults' services was a major concern for the children and young people we spoke to.

In the next phase of our review, we will look at what could be done to make it easier to improve access and quality.



Emergency department survey 2016

The results of the latest emergency department patient survey show that most people report a good experience of emergency care and describe positive interactions with doctors and nurses.

However, responses to questions about waiting times, access to pain relief and discharge arrangements were less positive. [Visit our website](#) to see the full national results, as well as individual results for each trust.



Hospices offering more ‘Outstanding’ care than other services regulated by CQC

Hospice care across England has the highest percentage of services rated ‘Outstanding’, according to CQC’s [State of Hospice Services in England, 2014 to 2017](#).

In particular, inspectors found that hospice leaders and frontline staff displayed a strong commitment to providing truly person-centred, compassionate care and support to people using their services, and their loved ones, as well as developing strong relationships with other services in the area.

However there is more to be done to make sure that everyone, regardless of their background or circumstances, has access to high-quality end of life care.



Second next phase consultation response published

We have [published the response to our second next phase consultation](#), which provides information about:

- Improvements to the structure of registration and CQC’s definition of ‘registered providers’.
- How CQC will monitor, inspect and rate new models of care and large or complex providers.
- Changes to the regulation of primary medical services and adult social care services.
- Updated approach to the fit and proper persons requirement.

Later in 2017/18 we will publish our final next phase consultation. This will include proposals for how we will regulate and rate independent healthcare services, which will come into effect during 2018/19.

First local system reviews published

We have published the first of [20 targeted reviews](#) of local authority areas looking specifically at how older people move through the health and social care system.

The review found that the health and social care system in [Bracknell Forest](#) was working effectively with an integrated approach that was having positive outcomes for older people. In [Halton](#) we found a strong commitment and a shared vision across the local authority and the clinical commissioning group to serve the area’s people well.

Other news

CQC's annual report on activity relating to our enforcement of the Ionising Radiation (Medical Exposure) Regulations 2000 in England has been published. The report gives a breakdown of the number and type of notifications we received from healthcare providers when patients received exposures of radiation that were 'much greater than intended' during 2016. Visit our [website for more information](#).

The National Audit Office (NAO) has [published its report](#) examining how CQC is supporting people to get safe, high quality and compassionate care in England and encouraging improvement. The report finds that CQC has "improved as an organisation", noting that the introduction of CQC's five-year strategy in April 2016 included a move towards a more intelligence-driven, targeted and risk-based approach to regulation.

The NAO has [published its report](#) on its investigation into the NHS's response to the WannaCry cyber-attack that affected it in May 2017, and the impact on health services.

The National Institute for Health and Care Excellence (NICE) has published new draft guidance: [Learning disabilities and behaviour that challenges: service design and delivery](#).

The King's Fund and the Health Foundation have launched a report entitled [Making the case for quality improvement: lessons for NHS boards and leaders](#).

NHS Improvement has worked with NHS Providers and the Faculty of Medical Leadership and Management to develop a resource capturing [eight high impact actions to improve the working environment for junior doctors](#).

As part of Health Matters, Public Health England is holding a teleconference on preventing infections and reducing antimicrobial resistance on 13 November from 12.45-1.30pm. [Register your attendance on the PHE website](#).

Follow us on Twitter!

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

New Information on Sleep-ins

Here is some recent information regarding sleep- ins and NMW
<http://www.abbeylegal.com/Latest%20News/Employment%20News/Pages/Sleep-in%20shifts%20and%20National%20Minimum%20Wage.aspx>



New news items have been posted on the Norfolk Safeguarding Adults Board's (NSAB) website

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

- *Friends Against Scams: pop up scams Advice Shops*
- *Hate crime, England and Wales, 2016 to 2017*
- *And the new **Stop Hate in Norfolk (SHiN) Protocol** is launched*
- *Domestic Abuse Champions Newsletter – October 2017*
- *Banks join police hunt to stop people traffickers*
- *Safeguarding Children: seeking views on significant revisions to the statutory guidance*
- *Raising awareness of modern slavery: Home Office guide*
- *Official Statistics for MCA and Deprivation of Liberty Safeguards Assessments (England) - 2016 to 2017*
- *Eleven arrests from investigation into suspected international people smuggling*

Please don't forget to fill out your information sharing for safeguarding survey

- *Information sharing for safeguarding survey – see **23rd October 2017***

We need every frontline practitioner to complete this survey, please fill it out and then cascade to your colleagues and contacts. The survey will run from **Thursday 19 October to Friday 17 November 2017**.

[Norfolk Information Sharing Survey](#)

Please go to:

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

Do join NSAB on Twitter – @NorfolkSAB

A **New** blog been posted on the Norfolk Safeguarding Adults Board's (NSAB) website

Go to:

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

Please note the website will be down on Wednesday 8 November, 17:30 - 20:30, due to an essential server upgrade. We apologise for any inconvenience caused.

Do join NSAB on Twitter – @NorfolkSAB

Market Engagement event – Loneliness and isolation in Norfolk – 6 November 2017

As part of wider changes to housing related support, Norfolk County Council is holding a market engagement event on **22 November** to discuss proposals for a service to help combat loneliness and isolation in Norfolk.

The impact of loneliness and social isolation is significant. Norfolk Public Health estimates that there are 38,000 lonely people in Norfolk aged 65+, with more who are lonely through isolation caused by physical or mental health problems at any age. This is an opportunity for potential providers to meet and discuss how they might work together to provide the services as a consortium to ensure that all specialist aspects of the service can be provided in a joined up manner.

The event will be held at the West Costessey Hall, Queens Hill, Norwich, NR8 5BP.

For more information about the event, click [here](#).

To book a place, please click [here](#) and register on Norfolk County Council's procurement system, express an interest in the opportunity (NCCT41483) and send correspondence through the system letting us know who plans to attend. Places are limited to two per organisation.

Upcoming Procurement Opportunity - 1 November 2017

Norfolk County Council are holding a market engagement event on the afternoon of 7 November 2017 to develop a new service for Norfolk and Suffolk to manage services for adult victims of domestic abuse with no recourse to public funds, including advice and emergency short term accommodation. The event will help to shape initial ideas and inform the service specification. If you are interested in attending [please click here see the Prior Information Notice](#) and to register for the event [please click here to visit the purchasing website and register an interest](#).

Norwich Older People's Forum – Tuesday 21st November 2017

Norwich Older People's Forum's next neighbourhood meeting will be held as part of an initiative to raise awareness of activities and services for older people in Lakenham which our friends at Age UK Norwich are also involved in. It will be held on

**Tuesday 21st November between 1.00pm and 3.30pm at
Old Lakenham Community Centre, Harwood Road, Norwich, NR1 2NG**

As always, everyone is most welcome, but Norwich Older People's Forum is particularly keen for older people living in the Lakenham area to attend. You will be able to try out some fun activities like Zumba Gold, Rebound Trampolining and Boccia bowling, and there will be information about the activities and services available for older people in Lakenham.

To get there by bus, you will need First Bus numbers 39 or 39a and get off at the first stop after the bus turns off Barrett Road into Mansfield Lane. Then cross the road and take the footbridge to Harwood Road. Turn right along Harwood Road and the Community Centre is on the left-hand side before you come to the Church.

You do not need to book a place or let anyone know you will be attending, just turn up if you can and do please let your friends and neighbours know about the meeting, or even better, bring one of them along with you.

It may be possible to arrange transport to this event. Please call Charlotte at Age UK Norwich on 01603 496330 for details.

Relatives & Residents Association

We support, inform and speak on behalf of older people in care

<http://www.relres.org/keys-to-care/>

Alzheimer's Society Annual Conference 2018 – Save the Date

Date announced for Alzheimer's Society Annual Conference 2018

Tuesday 22 - Wednesday 23 May 2018

The Kia Oval, London