



CQC increases in registration fees

NIC Board members met last week and the subject of CQC increases in registration fees was cited as a problem for a number of Providers. Have your registration fees been increased significantly? If so we would like to hear from you. Please email caroline.payne@norfolkdependentcare.com with details. This information will be anonymised.



Norfolk Safeguarding Adults Board

NEWS ITEM

- ***Be vigilant to cold callers claiming to be police officers***

*Norfolk Police are urging residents to be vigilant to cold callers claiming to be police officers following a number of incidents across the county. Officers have received reports of **five cases within the past week** where an elderly person has been called by someone claiming to be a police officer. They will then state someone the victim knows has been arrested before asking for personal bank details.*

[Please see NSAB website for more details.](#)

NSAB is asking all partners to:

- pass this information onto their staff and for staff to pass this onto all those who use their services.

Plus:

- *Article of interest: 'The invisible enemy': disability, loneliness and isolation* | 2 December 2018
- *'Substantial shortcomings' found in local safeguarding guidance* | 2 December 2018

Please go to:

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

Latest Consumer Alerts and Trading Standards news

We're highlighting the following consumer news and scams:

- [Scam Alert – Telephone cold calls claiming to be from 'Norwich Police'](#)
- [Scam Alert – Single Line Emails](#)
- [Scam Alert – Telephone cold calls claiming to be the 'National Cyber Crime Unit' about 'your Internet'](#)
- [Scam Alert – Emails claiming to be from Virgin Media](#)
- [Scam Alert – Emails attempting to 'blackmail' the recipient](#)

Email scams and phishing alerts

Look out for the following email scams which are circulating:

- [Facebook users warned about fake Morrisons postings claiming to be offering £150 coupons](#)
- [Emails claiming to be from 'PayPal' titled 'We've temporarily suspended your account'](#)

If you receive one of these emails delete it without clicking on any links in the message. You can report scam emails to Action Fraud, details below.

More advice and updates from Norfolk TS

For more consumer advice and updates, [visit our consumer alerts web page](#) or follow us on [Facebook](#) or [twitter](#).

Reporting scams

Reporting any scams you receive can help to build up intelligence on the scammers and how they target people. You can report scams to:

Citizens Advice Consumer Helpline 03454 04 05 06
or www.citizensadvice.org.uk/consumer
Action Fraud (UK's National Fraud Office) 0300 123 2040 or
www.actionfraud.police.uk

Having trouble viewing this email? [View it as a Web page.](#)



Visit our website www.norfolk.gov.uk

EU Settlement Scheme – 26 November 2018

In advance of the UK's exit from the EU on 29 March 2019, the UK government has committed to protect the rights of EU citizens and their family members currently living in the UK. This includes the right to live here, work here and access public services such as healthcare and benefits. To retain these rights **after 31 December 2020**, EU citizens must apply for UK immigration status under the [EU Settlement Scheme](#).

The Home Office is testing the EU Settlement Scheme through a series of pilots ahead of the public launch. This second phase of the pilot starts on 29 November and runs until 21 December 2018. This covers employees in the higher education and health and social care sectors.

The purpose of the pilot is to test the application process and gain feedback about individual's experiences so that they can make improvements before the Scheme fully launches to the public by 30 March 2019.

Information on eligibility and the application process is available in the [briefing pack](#). If you want to participate in the pilot as soon as it goes live on the 29th November [please register here](#).

Please note that making an application in this pilot is entirely voluntary. There will be no change to your current rights under EU law until the end of the planned implementation period on **31 December 2020**. If you choose not to apply during this phase you will be able to apply once the scheme is fully open by 30 March 2019 and at any time up until 30 June 2021.

For any questions about an application made during the pilot, contact the EU Settlement Scheme Resolution Centre by calling 0300 123 7379 (inside the UK) or +44 (0) 203 080 0010 (outside the UK). Find out about call charges on www.gov.uk/call-charges. You can also ask a question using the online submissions form eu-settled-status-enquiries.service.gov.uk.

New suicide prevention Stay Alive app launches in Norfolk

The new Stay Alive App from Norfolk County Council is a pocket suicide prevention resource for the county, packed full of useful information and tools to help you stay safe in crisis. The Council's public health team have launched this as part of its suicide prevention campaign. The Stay Alive app is completely free and can be downloaded via App store and Google Play.

Once downloaded, you will then be able to access support from local organisations in Norfolk and Waveney simply by selecting the relevant region. For more information about the resources available to those at risk of suicide visit www.norfolk.gov.uk/iamokay

The stay alive app contains the following features:

- Import safety contacts - including for Norfolk - who can help if you are having thoughts of suicide, direct from your device
- Create your own Wellness Plan for your recovery. A place for your positive thoughts, inspirations, and ideas.
- Equal breathing exercises to distract you from negative thoughts and help you stay calm
- Quick access to UK national crisis support helplines
- Quick access to local crisis services in Norfolk and Waveney

- A mini-safety plan that can be filled out by a person considering suicide
- A LifeBox to which the user can upload photos from their phone reminding them of their reasons to stay alive
- Safety contacts page
- Strategies for staying safe from suicide
- How to help a person thinking about suicide
- Wellness Plan for your recovery, a place for your positive thoughts, inspirations and ideas
- Suicide myth-busting
- Research-based reasons for living
- Online support services and other helpful apps
- Suicide bereavement resources”

<https://www.norfolk.gov.uk/news/2018/12/new-suicide-prevention-stay-alive-app-launches-in-norfolk>

Training

Contributes significantly towards Subjects 1, 4, 5, 7 and 8
on the Dementia Standards Training Framework 2018



EXPERIENTIAL DEMENTIA TRAINING

Day 1: Dementia - The Wider Picture

Exploring the Brain, Different Types of Dementia, Recognising the Key Characteristics
(including Signs and Symptoms)

Day 2: Dementia - Distressed Behaviour / Communication

What to say when someone says.... What to do when someone does....

We are GDPR
compliant; please
just email if you
do not want us to
contact you in the
future.

Dates:

5th & 6th February 2019
13th & 15th March 2019
16th & 17th April 2019

Price: £57 per day or attend both days for a reduced price of £100.
8.45am - 4pm each day at The Willow Centre, Cringleford, Norwich NR4 7JJ
(The days are designed to be booked as a two-day workshop)

To find out more and to book your place please contact Claire Gilbert
on 07584 047996 or email claire@carerite.co.uk



Book before 31st December
2018 and reserve 2 places
for the price of 1

Basic HR & Legislation for Care Managers / Seniors

This course is ideal for anybody who is responsible
for the recruitment and management of others
within The Care Sector

Norwich

15th February 2019
09:30am - 16:30pm
£70pp

Suffolk

8th February 2019
09:30am - 16:30pm
£70pp

- Recruitment (including do's and don't of interview)
- Alterations to contracts of employment
- Notice periods & rights
- Retention (methods and schemes)
- Absence from work (Maternity, Paternity, Sick, Holiday)
- Medical conditions & reasonable adjustments
- Discrimination
- Training, PPE & Equipment
- Accidents at work
- Dismissal - Claims for unfair, wrongful & constructive dismissal
- Drugs & Alcohol Misuse
- Social Media
- Working Time Directive & Breaks
- Accidents at work
- Corporate Manslaughter
- Disciplinary Processes
- External Bodies

Raising enhanced care skills in Norfolk - FREE training

Norfolk and Suffolk Care Support, in partnership with Norfolk County Council, have secured funding from Skills for Care to deliver a programme of free enhanced care training courses for adult social care staff in Norfolk.

The training will help develop a skilled and trained workforce that can support Promoting Independence. The sessions will equip you and your staff to support, with increased confidence, people who have complex needs.

The training is being delivered by N&SCS endorsed learning providers and will be held across the county in January, with further dates in March.

These courses are free and are open to managers and training coordinators as well as care assistants/support workers.

View the January programme [here](#).

To book places email info@norfolkandsuffolkcaresupport.co.uk

News from the Alzheimer's Society

Alzheimer's Society is the UK's leading dementia charity. We provide information and support, improve care, fund research, and create lasting change for people affected by dementia.

For one-to-one dementia support in Norfolk please call 01603 763556 or email norfolk@alzheimers.org.uk.

The Advice line is staffed by experienced Dementia Support Workers Monday to Friday 9am to 5pm. This number is there for any one affected by dementia and can be used by professionals to make referrals on someone's behalf.

Dementia Support Workers offer information and practical guidance to help people understand the condition, cope with day-to-day challenges and prepare for the future. Advice, support and information can be provided by phone, in writing or at a home visit.

Alzheimer's Society National Helpline is on 0300 222 1122 and available 9am – 8pm Monday to Wednesday, 9am – 5pm Thursday and Friday, 10am to 4pm Saturday and Sunday.

Talking Point is an online forum for everyone who is affected by dementia, open 24 hours a day. [alzheimers.org.uk/talkingpoint](https://www.alzheimers.org.uk/talkingpoint)

