



Attention Nursing Home Care Providers

Letter from Professor Martin Green OBE, Chief Executive, Care England

“During my long tenure in the social care sector, the issue revolving around the acute shortage of nurses has been a focal point. I want to make sure that I address this not only for my members for the nursing providers across the country. I believe we need to stand united in order to make a difference.

As you may be aware, overseas nurses applying to work in the UK must currently achieve an overall level of 7 on the IELTS, with level 7 on each individual element of the test including reading, listening and speaking and 6.5 in writing.

As a result of the level being set at 7, it has meant that the number of nurses has radically reduced which has created an acute shortage in the UK. In reality, this has meant that nursing operators have no option but to engage recruitment agencies to plug the gap. This has resulted in providers paying substantially high agency costs. Moreover, the uncertainty with Brexit has also led to further shortage of nurses in the UK.

In order to address this concern, I would like you to forward this information to your members. Your members are invited to support the Legal Exercise by completing a questionnaire on a designated website. The website address is www.uknurse.co.uk.

It is imperative that your members complete the questionnaire which forms an integral part of the legal process and the results will form robust evidence, which will be presented to the NMC.

The data will be used to build our case coupled with further work being carried out to assess data from the IELTS test centres, the British Council, Care Quality Commission and the NMC.

I am also engaging with stakeholders and raising this exercise within the parliamentary network for the purposes of political lobbying.

I have been informed by the NMC that they have never been presented with robust evidence to justify the IELTS score to be lowered and I will make sure that this is no longer the case.

There is also a funding element to this exercise which will cover all the legal fees. In an attempt to spread the cost fairly, it has been decided to charge a fixed amount per nursing home.

I can assure you that no further costs will be requested from any members of any associations once they have paid the fee dependant on the number of nursing homes they operate. All payments are made to Care England.

The table below sets the fees.

No of Nursing Homes	Cost (plus VAT)
1	£500
2	£1000
3	£1500
4-8	£2000
9-12	£3000
13-20	£5000
21+	£8000

I am aware that there may be some concern that your members need to contribute to this exercise. However, if your members compare the substantial costs on agency nurses to the contribution to this exercise they will find that it is substantially lower and in the long term a benefit for the foreseeable future.

If you would like to be go ahead with involvement in this exercise please email

caroline.payne@norfolkdependentcare.com

Norfolk Safeguarding Adults Board

NSAB is pleased to announce details for its [seminar on self-neglect and hoarding](#), taking place on **Wednesday 26 June 2019**.

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

This valuable **FREE*** opportunity will provide updates on the difficult issue of self-neglect and adult safeguarding. It will include county updates, practical case studies and opportunity for interagency discussion to strengthen our partnership approach for developing best practice.

Early booking for this seminar is strongly advised. Places are limited, and we anticipate that this seminar will be very popular.

This seminar will be of interest to all frontline staff, including social workers, acute and community health staff, mental health services staff, commissioners, district council staff including environmental health officers, primary care and housing staff.

*** PLEASE NOTE:** A late cancellation/non-attendance fee of £50 will apply to: cancellation within 72 hours of the event or non-attendance on the day. Delegates unable to attend can provide a substitute up to 48 hours before the event.

[Click here to book a place](#)

[Click here for NSAB website events page](#)

Training

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



DEMENTIA DETECTIVES:

Finding the person within

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....

Dates:

- Tuesday 11th June & Thursday 13th June 2019
- Tuesday 30th July & Wednesday 31st July 2019
- Tuesday 20th August & Wednesday 21st August 2019
- Tuesday 22nd October & Wednesday 23rd October 2019
- Tuesday 26th November & Wednesday 27th November 2019
- Tuesday 3rd December & Wednesday 4th December 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 7JL
(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@careite.co.uk



Upcoming Open Workshops – Norfolk & Waveney

Run by an experienced diabetes specialist nurse who also works within the NHS

Diabetes Awareness Training, £50pp:

10 May 2019*; St Nicholas House Care Home, Littlefields, Dereham NR19 1BG

5 July 2019*; Beccles House, 1 Common Lane North, Beccles, NR34 9BN

**followed by optional BGM & Glucometer Training (with competency assessment) after lunch, £40pp.*

Diabetes Update for Registered Nurses, £65pp:

23 May 2019; Beccles House, 1 Common Lane North, Beccles, NR34 9BN

(to coincide with national INSULIN SAFETY WEEK 20-26 May 2019 **£58pp**)

Diabetic Foot Screening, £50pp:

10 June 2019 (9.30-13.00) during 'Diabetes Awareness Week'; St Nicholas House Care Home, Littlefields, Dereham NR19 1BG

7 June 2019; St David's Nursing Home, 52 Common Lane, Sheringham, NR26 8PW

Oct 2019; Beccles House, Beccles, NR34 9BN - please contact us to register your interest

Diabetes & Healthy Eating, £32pp:

10 June 2019 (14.30-16.30) during 'Diabetes Awareness Week'; St Nicholas House Care Home, Littlefields, Dereham NR19 1BG

Workshop Name – Diabetic Foot Screening (including a competency assessment)

NICE recommends that people living with diabetes receive a diabetic foot assessment on diagnosis and at least annually thereafter. Using NICE guidance as a framework the workshop aims to equip the learner with the knowledge and skills to competently examine and assess the diabetic foot for potential and actual problems.

These workshops are particularly useful for 'diabetes champions'; if appropriately trained, they can carry out a diabetic foot assessment for people unable to attend an annual diabetic review at their surgery.

The workshops take the learner not only through the 'why, when, who, what' etc of a diabetic foot check, but the session provides the tools with which to perform a diabetic foot assessment resulting in a risk score (and actions to take). **Attendees have a 'hands on feet' practical session and competency assessment by the educator.** More details can be found at <https://www.duetdiabetes.co.uk/workshops>

News from CQC

Medicines in health and adult social care

Learning from risks and good practice for better outcomes

A message from Kate Terroni

Across all health and care services, CQC's inspections shine a light on quality and enable the public to have confidence in the services they use. We celebrate good and outstanding care and share this so that all services can learn from it and improve; we also highlight where services need to improve where we find poor or unsafe care.

This report brings together what we have learned through our regulatory activity about the risks from medicines. It raises important issues for everybody involved with medicines in all health and adult social care settings.

We know that people's physical and mental health outcomes improve when medicines are used in the best or optimal way and that, when not prescribed or administered correctly, they can cause harm. Applying the principles of medicines optimisation and good medicines management is therefore vital across all services.

There are specific recommendations in this report for social care providers, such as having attached or linked pharmacists, clarity about who has ongoing clinical responsibility of medicines in care homes and examples of best practice in which providers approach medicines management in a person centred way, for example the provider who developed a system for an individual with dementia, using their love of animals or a sticker system to remind the person when they had taken medication.

As Chief Inspector of Adult Social Care, I am asking you as care providers to reflect on the learning and recommendations in this report and to consider how you are enabling the people you support to have timely access to the right medicines to meet their needs in a person centred and safe way.

I hope you find the report informative and useful.

Kate Terroni

Chief Inspector of Adult Social Care



Medicines in health and adult social care

Today, 6 June 2019, we have published a [report sharing the learning from risks and good practice in medicines](#), which we have found on our inspections.

Many of the services that CQC regulates have a role in managing medicines. Through inspection, we have seen that medicines can present a clear risk to people when not used properly.

When CQC inspects health and care services we assess how well they meet people's needs. As part of this, we look at how people's medicines are optimised. Medicines optimisation is the safe and effective use of medicines to enable the best possible outcomes for people. It also looks at the value that medicines deliver, making sure that they are both clinically and cost effective, and that people get the right choice of medicines, at the right time, with clinicians engaging them in the process.

We do this through a dedicated team of pharmacy professionals who work across the country providing specialist advice on the use of medicines in all settings. This includes being on site at inspections, inputting into decisions on enforcement and supporting CQC's policy teams.

From our analysis, we have categorised the most common areas of risk with medicines across regulated health and adult social care services. You can read these in more detail, along with our suggested actions for **all** health and social care providers, in the main report.

The report also examines what a number of these themes mean for adult social care. Our findings are based on analysis of inspection reports from a range of settings across adult social care, enforcement notices and statutory notifications that CQC received.

Over 20,000 adult social care services are registered with CQC, including care homes (with or without nursing care), home care service and shared lives schemes. Each type of service supports people with their medicines differently, depending on their needs. Some key themes were evident in our analysis, including medicines administration and record keeping.

We explore some of these themes in more detail below, along with examples of good practice, but you can jump straight to the adult social care section of the report by [clicking from the contents section of the main report](#).

Medicines administration

A number of the areas of risk that we found related to issues around administration of medicines.

Administering an incorrect dose of medication was the most commonly-reported error in statutory notifications from adult social care services. This happened for a variety of reasons ranging from record keeping, to ongoing pressures on staff.

As will all service types that CQC regulates, we found problems with administration of 'when required' medicines, such as pain relief, or asthma reliever inhalers. Staff in adult social care services did not always have enough information to ensure that they were able to support people with these medicines.

Our analysis also showed us that providers need to consider their requirements when administering medicines covertly. We found that providers did not always comply with the Mental Capacity Act, or act on guidance on how to alter medicines safely. We did however find some excellent examples of steps taken to reduce repeated refusals of medicines, which prevented the need for medicines to be administered covertly.

The role of pharmacy professionals

In our actions for adult social care providers, we suggest that you should consider having an attached or named pharmacist to support staff with medicines management issues.

The support of a pharmacy professional would help with many of the key themes and issues that we

found in our analysis. This is especially true when people who use services move between adult social care and secondary care services.

We identified that some medicines errors in care homes happened because of a disparity in the medicines that were supplied and the information in the discharge summary. In some cases, care home staff also misinterpreted instructions on discharge summaries.

Staff training and competence

NICE guidance states that staff should have an annual review of their skills and competency. We found some providers were not carrying out competency assessments or regular competency checks. Some staff reported to us that they had not received any formal medicines training.

We also expect to see clarity over who is responsible for training staff about medicines and that this training is kept up-to-date.

Actions for adult social care providers

Based on the risks identified with medicines use in adult social care settings, we encourage providers to take the following action to ensure that medicines are managed safely:

1. **Adopting best practice guidance will improve safety and outcomes for people, specifically [NICE guidance for managing medicines in care homes \(SC1\)](#) and [in the community \(NG67\)](#).** As well as care providers, this is also relevant for commissioners, GPs, pharmacists and healthcare professionals.
 2. Providers of adult social care **should consider having an attached or named pharmacist to support staff with medicines management issues.** More specifically, closer working can help to implement guidance and training on administering medicines covertly, 'when required' (PRN) medicines, and those required as part of end of life care.
 3. **Training staff and assessing their competency in handling and administering medicines should be an ongoing priority.** It should be clear who is responsible for training staff about medicines and that this training is kept up-to-date.
 4. It should be **made clear who has ongoing clinical responsibility and oversight of medicines.** Expectations around responsibility should be clear in the contracts that local authorities and CCG commissioners issue to providers.
 5. The new role of nursing associate may help to ease pressure on nursing staff in care homes, but **providers must make sure that they are deployed safely and effectively**, with the appropriate competencies and supervision when their work involves medicines.
 6. Adopting **NHS England initiatives such as [Enhanced Health in Care Homes](#) and [Medicines Optimisation in Care Homes](#) can help drive improvement** by involving pharmacists and providing joined-up primary, community and secondary care to residents of care and nursing homes.
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Events

MENTAL HEALTH & WELLBEING CONFERENCE COMMUNITY EVENT



Open to all interested parties - organisations, charities, employers, students, local residents and training providers.

JUNE 13TH 9:30-2:40
CONFERENCE ROOM (A033)
EAST COAST COLLEGE
GREAT YARMOUTH



Come and talk to agencies and organisations about services and provision, employment, voluntary work, placements, courses, activities and plans for mental health & wellbeing in Norfolk and Waveney.

INFORMATION STANDS FROM:

Matthew Project / Education High Needs SEND Service
/ **Voluntary Norfolk** / Great Yarmouth Borough Council / **Victim Support** / Young People in Mind / **The Link Project**
/ Educational Psychology and Specialist Support / **Witness Service** / Carers Matter Norfolk / **Great Yarmouth Youth Advisory Board** / Norfolk Library & Information Service / **Sentinel Leisure Trust** / Great Yarmouth and Waveney Wellbeing Service
/ **Active Norfolk** / UOS Course Information / **Mancroft Advice Project** / ECC International Early Years Centre of Excellence
/ **ECC Student Wellbeing Service** / GY Unemployed Workers Centre / **Benjamin Foundation** and more

Timing	Speaker	Presentation Topic
9:30 - 9:35	Ruth Thacker	Welcome & Housekeeping
9:35 - 10:05	Stuart Rimmer CEO & Principal, East Coast College	The Role of Colleges and Universities in Supporting Mental Health & Wellbeing
10:05 - 10:30	Visit Stands / Coffee	
10:30 - 11:00	Mike Smith-Clare MBE	'Learning Without Walls'
11:00 - 11:20	Visit Stands / Coffee	
11:20 - 11:50	Hannah West (Link)	The Link Project & Mental Health Champions
11:50 - 12:20	Visit Stands / Coffee / Lunch	
12:20 - 12:50	Dr Bianca Finger-Berry	Self Harm / Suicide Prevention
12:50 - 13:10	Visit Stands / Coffee	
13:10 - 13:30	Hannah Lingwood (NHS)	A Dissemination of Findings: <i>'the Experiences of Transgender Individuals Utilising Mental Health Services.'</i>
13:30 - 14:00 Class room nearby	Claire Jones IACG / NCC	The SEND Local Offer Around Mental Health and Wellbeing
13:30 - 13:50	Mark Fookes (UOS)	Social Work and Mental Health
13:50 - 14:10	Visit Stands / Coffee	
14:10 - 14:40	Nikki Lane Assistant Principal Student Services	Young People and Mental Health
14:40	Ruth Thacker	Close & Thanks



Norfolk Disability Pride

Sunday 29th September

The Forum, Norwich, 10am – 4pm

Norfolk Disability Pride celebrates disabled people and the diversity of our community. Enjoy performances, exhibitions and a range of activities and information provided by scores of stall holders. A **FREE** event at The Forum, Norwich. Everyone welcome!



norfolkdisabilitypride.org.uk



**Norfolk
Disability
Pride**

Join us for a fun, friendly and informative day



Norfolk Disability Pride is a FREE event, open to everyone. Activities, entertainment and conversation are provided by local and national charities and organisations. It is held at The Forum, in central Norwich, where there is an accessible coffee shop and an open plan pizza restaurant.

If you would like to be involved in Norfolk Disability Pride, as a stallholder, speaker, entertainer, volunteer or sponsor, visit the website or email us.

Email: disabilitypride@equallives.org.uk

Visit: norfolkdisabilitypride.org.uk



This event is organised by a partnership led by Equal Lives, an independent Norfolk charity. Others involved include the UEA, The Forum Trust, Norwich Independent Living Group, Norfolk County Council and Norfolk Libraries.



**Norfolk
Disability
Pride**

**NORFOLK
CARE**
CAREERS & JOBS

www.norfolkcarecareers.co.uk



Are you Proud2Care?

Enter our monthly competition for a chance to win a £25 high street shopping voucher

We want to know why you are Proud2Care! To enter, please ask your manager to email your career story. In approximately 250 words or less, we want to hear about your role along with the challenges and successes that make you our worthy Proud2Care Carer of the Month.

Email your entry to: marketing@norfolk.gov.uk along with your completed consent form (please see reverse side).

Emails must be entitled Proud2Care
Competition closes at the end of each month for entry into the following months draw.
This competition will end on 31st December 2019.
Terms and conditions apply.



Norfolk County Council

Proud2Care Competition Consent Form



Norfolk County Council want to ask for your agreement to take and use photographs / video of you and your career story for publicity purposes.

We will only use these images for promotional purposes such as promoting Norfolk County Council services or those of Norfolk Care Careers on our website, social media (Facebook, Twitter, YouTube), newsletters, display boards and in the local news media. We will store images in line with General Data Protection Regulations (GDPR), the Data Protection Act 2018 and Norfolk County Council's privacy guidelines. We will keep and use these images for a maximum of two years.

These images will **NOT** be used:

- for anything that may be viewed as negative in tone or that may cause offence, embarrassment or distress.
- in any new publication or display more than two years after the image was taken.

You will be able to view the images and your career story at any time during this period. You can withdraw your agreement for us to use images of you and your career story at any time by emailing us at marketing@norfolk.gov.uk in which case they will not be used in future publications but may continue to appear in publications already in circulation.

If you wish to give your consent please read the following and sign below:

Having read the information above, I confirm that I am over 18 and consent to the images, photographs or videos of me and my career story taken on _____ (date) being used for promotional purposes in the following media:

- Norfolk County Council website/Norfolk Care Careers website
- Social media (Facebook, Twitter, YouTube)
- Newsletters
- Display boards
- In the local news media

Your name (block capitals)	Signature
Email (block capitals)	