



Nominations open on 3rd September 2018 for The Norfolk Care Awards

Nominations have now opened for the 2019 Norfolk Care Awards. The awards will take place at Sprowston Manor on Thursday 21st February 2019, and will once again be streamed live to ensure everyone across Norfolk can celebrate with those at the ceremony. This year we are pleased to announce that the Awards will be hosted by the Reverend Richard Coles (pictured).

The 2019 awards have 10 categories:

- 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 or unpaid carer
- Rising Star
- Team Award – Together Everyone Achieved More
- Harold Bodmer Outstanding Achievement Award

To make a nomination visit <https://norfolkcareawards.co.uk/>

Media enquiries:
Norfolk Care Awards
Claire Gilbert claire@norfolkcareawards.co.uk
Tel: 07584047996

Masterclasses/Workshops

NIC are very pleased to be working in association with Leathes Prior Solicitors to bring you the workshops/masterclasses below. Please see details below to book your place.

LEATHES PRIOR WORKSHOP FOR CARE SERVICE PROVIDERS



Leathes Prior are running a workshop on Wednesday 19th September for care service providers, whether that be privately or to the local authority, or NHS. Experts within our various teams will be offering one-off guidance, free of charge, in order to help you mitigate the risks you face, improve your services and ensure sustainability as a business in a challenging marketplace. The day will provide the opportunity for delegates to book a session with our team, tailored to bring together the right experts depending on the guidance required. Below covers the expertise available on the day, simply let us know who you would like to see.



All you need to know to prepare for GDPR
(Alex Saunders - Solicitor, Corporate & Commercial)



Employment considerations (NMW, Sleep in's, holiday pay etc.)
(Gareth Stevens - Associate, Employment)



Legal update on the charging of fees after death
(Richard Turner, Solicitor - Corporate & Commercial)



Key commercial and property considerations when selling
(Victoria Smith, Solicitor - Commercial Property and
Nina Ryan, Solicitor - Corporate & Commercial)



Offences involving ill-treatment or wilful neglect
(Tej Thakkar, Associate - Regulation & Defence)



Decisions on welfare for those lacking capacity, without consent
(Claire Wooliscroft, Solicitor - Wills, Estates & Powers of Attorney)

**Book your sessions with Alice Goldsmith at Leathes Prior on:
01603 281164 or agoldsmith@leathesprior.co.uk**



LEATHES PRIOR
SOLICITORS

Training

 Dementia Friendly Norfolk

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....

Dates:
12th & 13th September 2018 – **2 Places Left**
24th & 25th October 2018
14th & 16th November 2018
6th & 7th December 2018

Price: £57 per day or attend both days for a reduced price of £100.
9am – 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



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

FREE

EPILEPSY & DIABETES

SNAPSHOT TRAINING MORNINGS

This session will aim to provide a basic awareness of some elements of Epilepsy & Diabetes

Epilepsy	Diabetes
<ul style="list-style-type: none">• Living with Epilepsy• Seizures• First Aid	<ul style="list-style-type: none">• Living with Diabetes• Understanding Hypos• Preventing Foot Problems

We will be fundraising for



NORFOLK:
9am Registration
9:30am - 13:30pm
17th September 2018
West Costessey Hall
Norwich
NR8 5BG

SUFFOLK:
9am Registration
9:30am - 13:30pm
15th November 2018
Blackbourne Hall
Elmswell
IP30 9UH



01508 447311
info@angliantraining.co.uk



01799 584178
info@duetdiabetes.co.uk

Events



A message from DUET diabetes Ltd:

Hypo Awareness week is taking place from 24-30 September 2018

It's a vital national drive to raise awareness of hypoglycaemia and improve outcomes. Organised by Olly Jelley and his team at Orange Juice Communications and sponsored by Sanofi, this is an annual campaign that raises awareness of hypoglycaemia in the UK. Care providers can register and receive on-line and printed resource packs to assist in running activities/events for their staff, families and residents/service users.

Treating a hypo quickly and effectively can make a massive difference to people with diabetes – through inclusive, fun and informative activities, care providers can potentially improve awareness; perhaps resulting in the avoidance or reduction of hypos happening, or staff recognising and dealing with a hypo more confidently. Hypo awareness week is always a timely reminder to audit hypo kits!

On 27 September the fifth National Conference of the Older People's Diabetes Network (OPDN) will tackle the challenge of how to improve the care of older people with diabetes. It will take place between 8.30am and 4.30pm at Friends House, London, NW1 2BJ

Nurses, GPs, public health doctors, care home managers and healthcare assistants as well as people with an interest in the care of older people with diabetes are all invited to attend.

The programme will include the following sessions:

- Practical Demonstration of foot assessment for diabetes disease
- Hypoglycaemia – how to avoid unnecessary hospital admissions
- Primary care and the care home resident with diabetes
- Updated national End of Life Diabetes Care Recommendations
- Getting a grip on frailty and diabetes

For more information:

<https://diabetestimes.co.uk/improving-care-of-older-people-with-diabetes-focus-of-network-meeting/>

Information

Can NEAT (Norwich Escalation Avoidance Team) Help You?

When a health or social care crisis occurs for a patient (or their carer) there are a wide range of services that can help and support them at home, but which service

should you call? What do you do if they're unable to help and what if a patient's situation requires a coordinated response from a range of providers? The solution is NEAT.

NEAT is a single point of access for urgent, unplanned health and social care needs within the Norwich Locality where co-located staff work together to coordinate an integrated response that will:

- Support and manage patients and carers safely in the community through a period of crisis, using the most proportionate level of intervention
- Promote independence by identifying and addressing additional support needs through Integrated Care Coordination and linking people to their own support networks
- Facilitate fast-track early supported discharge from an in-patient setting

For more information about what NEAT offers and how to use this service, please check out their guidance poster below.

NEAT (Norwich Escalation Avoidance Team)

NEAT improves unplanned patient health and social care outcomes and provides referrers with a single, multi-agency point of contact that is safe, reliable and effective.

The Issue

When a health or social care crisis occurs for a patient (or their carer), there are a wide range of services that can help and support them at home **BUT**, which service should you call? What do you do if they're unable to help and what if a patient's situation requires a coordinated response from a range of providers? The solution is **NEAT!**

The NEAT Solution

NEAT is a single point of access for **urgent, unplanned health and social care needs** where co-located staff, work together to coordinate an integrated response that will:

- Support and manage patients and carers safely in the community through a period of crisis, using the most proportionate level of intervention
- Promote independence by identifying and addressing additional support needs through Integrated Care Coordination and linking people to their own support networks
- Facilitate fast-track early supported discharge from an in-patient setting

Referral Criteria – To be referred to **NEAT**, patients must:

1. Be registered with a Norwich practice
2. Be aged 18 years or over
3. **Require an urgent response (same day/within 24 hours)**

Information Sharing and Data Protection

The referrer **MUST** ensure that the patient understands what information will be shared to support their care **AND** agrees to the **NEAT** referral being made. If the patient has neither the mental capacity or is not in a position to discuss the referral

“I would like to refer you to **NEAT**, who are a team of health and social care professionals, based in Norwich, who can identify and coordinate your care needs. I will be sharing your name, address, contact details and relevant health and social care information to do this.

Are you happy for me to make the referral?”

(i.e. referral based on information from a carer or relative), but **it is in the patient's best interests to proceed with the referral**, the referrer must notify **NEAT** so that this can also be documented. Please endeavour to deliver the following script to the patient:

PLEASE NOTE: To comply with the Data Protection Act 1998, the referrer must only share patient information that is relevant to the **NEAT** referral (e.g. no 3rd party or hearsay information).

Ring **03000 247 222** to make a referral (**PROFESSIONAL ONLY LINE**)

Referrals accepted – Monday to Thursday 09.00 – 16.30 and Friday 09:00 – 16:00

Supporting Services – HomeWard, Norfolk First Support, Social Care Duty Team (Norwich Locality) Community Therapy, Norfolk and Suffolk Mental Health Trust, Integrated Care Coordinators, 111, Age UK Norwich, Voluntary Norfolk, OneNorwich and more.