



Norfolk Safeguarding Adults Board

Important - NEW item has been posted on Norfolk SAB's website

NEW ITEM

SAR Case Ms E Report published today

*The Norfolk Safeguarding Adults Board (NSAB) (on 12th December 2018) published a **Safeguarding Adults Review** into the death of a woman living in a Norfolk care home.*

Please go to:

[Norfolk Safeguarding Adults Board \(NSAB\) then click on the dropdown menu for Safeguarding Adults Reviews](#)

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 'Norfolk Trading Standards' about 'payments to access money owed'](#)
- [Scam Alert –Emails claiming to be from 'TV Licencing'](#)
- [Scam Alert – Telephone cold calls claiming 'your broadband will be disconnected in 24 hours'](#)
- [Rogue Trader Alert – Doorstep cold callers offering to undertake 'Driveway' work](#)
- [Safety Alert – IKEA recalls both sizes of their 'GLIVARP extendable tables in white' due to safety issues with the extension leaf](#)

Email scams and phishing alerts

Look out for the following email scams which are circulating:

- [Emails claiming to be from 'Netflix' stating 'Your Account is on Hold'](#)
- [Facebook users warned about scam posts claiming you can get 'Free McDonald's meals' by 'sharing & commenting'](#)

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

Combatting Loneliness and Social Isolation services in Norfolk – Overview

The impact of loneliness and social isolation is significant. To tackle this problem, Norfolk County Council adult social services, is investing in ways of preventing and reducing loneliness that address the barriers to people having the quality and quantity of social connections that they would like.

There will be a focus on building resilient, robust and connected communities as a means of supporting people who are isolated, lonely and facing risk factors and challenges which if not addressed will mean that they are more likely to need formal care of health services.

A multi-layered approach to tackling loneliness and isolation in Norfolk

Three organisations, Community Action Norfolk, The Borough Council of King's Lynn and West Norfolk and Voluntary Norfolk, were selected through a formal process to deliver a multi-layered range of interventions to tackle loneliness across Norfolk. This will include:

- life-connectors and peer supporters working one-to-one with people who need a bit of help to overcome life challenges and to build personal confidence and resilience.

- Using local knowledge to run outreach projects to identify, engage with and target the most lonely and isolated
- Identifying community groups and assets, including the untapped skills and talents of isolated people.
- Addressing isolation through building the capacity of communities to develop activities, groups and projects at a local level.
- Building on existing volunteering services (where they exist) to provide positive volunteering opportunities for friendship and to help people develop a sense of purpose.
- Addressing access needs (e.g., rural) through community transport and digital solutions

Some interventions are aimed at directly supporting individuals, whilst others have a focus on enabling communities to build their resilience and ability to develop own solutions.”

Training

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



Dementia
Friendly
Norfolk

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.
845am – 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 4 places for the price of 3

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



01508 447311

info@angliantraining.co.uk

www.angliantraining.co.uk

We hope you find the above information useful. If you have any queries please do not hesitate to contact me.

This will be the last Welcome to the Week before Christmas. May I take this opportunity to wish you all a happy Christmas and New Year. We will be back in 2019!