



Update on Welcome to the Week

NIC has been circulating Welcome to the Week since February 2015. During that time we have seen a significant increase in the number of people opening the weekly update.

Each week it is sent to 628 recipients and on 15th January 2018 we had 474 opens, this is the highest open to date. The average for the industry (medical, dental and healthcare) is 18%, our average open rate is 25.8%.

We do hope that you find the information beneficial.

If you have any suggestions as to how we could further improve this circular, please do get in touch by emailing:- caroline.payne@norfolkIndependentcare.com



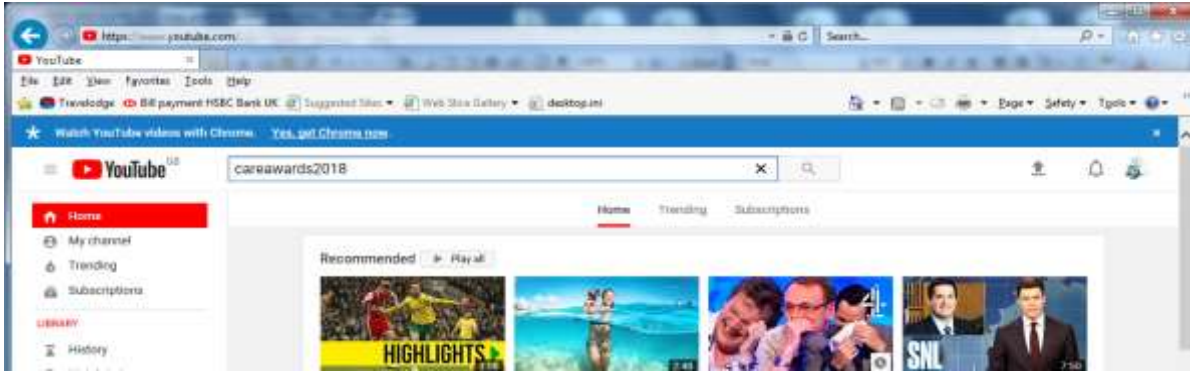
Dear Colleague

It is almost time for the Norfolk Care Awards. Celebrating what's great about social care is so important.

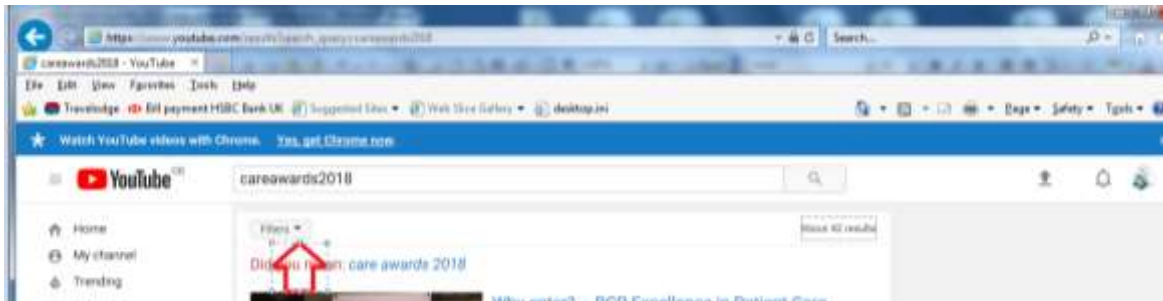
Once again we are delighted to let you know that we will be live streaming the awards ceremony. This means that your families, friends and the people you provide care and support to can watch the event in real time. They can join in the anticipation and the excitement.

The event starts at 21:00, please ensure that you log onto the YouTube site at least 10 minutes beforehand.

In order to do this people will need to go to the YouTube website www.youtube.com/



In the search bar you will need to type in **carewards2018** (no spaces) Press return on the search bar, you will see the next screen



You need to click on the Filters arrow and you will see a list of options you then click on live the 4th column along and the a list of live feeds will appear,



the Care Awards stream will be on of these which you can then select and view full screen





We really hope that lots of people will enjoy the live streaming and if you need any further information about this please contact info@norfolkcareawards.co.uk

Yours faithfully

Tracy Wharvell

On behalf of the Norfolk Care Awards team



Free online first aid epilepsy course. Other resources on the main website that may be of interest.

Course link: <https://learn.epilepsy.org.uk/what-to-do-when-someone-has-a-seizure/>

Main site: <https://www.epilepsy.org.uk/>

Dear Provider

As you will be aware, the health system is currently under significant pressure; cold weather and winter related illnesses such as Norovirus and Flu are adding to these pressures and there is strain across the health and social care system especially in relation to safe discharges from hospital. With this in mind, and Easter rapidly approaching, Norfolk County Council have agreed a package of financial measures to support both home care and care home providers to respond swiftly to requests to take on care packages relating to hospital discharges by **re-introducing our one off capacity payments.**

In order to support timely and safe discharges from hospital, the one-off capacity incentive payments will run from **Friday 16th February 2018 to Friday 6th April 2018 inclusive.**

The incentive payments are for discharges only, this includes picking up new or resuming care packages from the hospitals. A document has been attached which provides further information and details on the one off capacity payments.

We would ask that you use these financial incentives to support greater capacity and responsiveness within your organisation. Facilitating a speedy discharge for people from hospital, either to their own home or to residential care, is essential to support people with maintaining their independence, but also supports the continued operation of our emergency care system. Capacity Incentive payments will be administered and authorised by the Service Brokerage team and paid in line with your current payment schedule.

I would like to thank you for your support over the past few months and look forward to your continued co-operation.

Yours sincerely



Sera Hall
Director Integrated Commissioning
Norfolk CCGs / Norfolk County Council
Adult Social Services

Norfolk County Council – Easter Planning for Care Homes and Care Homes with Nursing February 2018

Our vision for Norfolk is to have sufficient, reliable, sustainable care that is of excellent quality.

Busy periods and holidays create pressure and strain on the health and social care system which can often result in people failing to get the care they need when they are discharged from hospital – this has a detrimental impact on people’s health and is distressing for families and individuals.

We understand the difficulties of operating as a Care provider or working as a carer during busy periods and we have identified that paying providers a premium for picking up new or resuming care packages from the hospitals for people being discharged over pressured times, would support both the people coming out of hospital and those who are providing the care.

How will this work?

New packages requested **for people being discharged from hospital** during designated periods (see Table 1 below) will attract a **one off** Capacity Incentive payment. You may use this to increase payments to your carers and to support the operation of your service.

Table 1 – Designated Periods for Capacity Incentives

Situation	Specific trigger details
-----------	--------------------------

The end of the winter period and Easter	Friday 16 th February 2018 – Friday 6 th April 2018 inclusive.
Significant pressures on the health system	<p>This may include but not be limited to:</p> <ul style="list-style-type: none"> • Severe weather conditions • Unexpected staff absence • Market failure <p>NCC will notify accredited providers as dates become known, dates will also be listed on: https://www.norfolk.gov.uk/business/supplying-norfolk-county-council/care-providers/information-for-providers-of-care-and-support-services/winter-pesses-and-preparation</p>

**Norfolk County Council reserves the right to determine when the factors impacting on discharge attributed to Social Care will trigger the Capacity Incentive.*

Capacity Incentive payments will be administered by the Service Brokerage team and paid in line with your current payment schedule.

What sort of care provision will count?

Only care packages for **people being discharged from hospital** and who require care from a Care Home or Care Home with Nursing will currently attract these incentives. They will apply to any new Care Home or Care Home with Nursing care packages notified and started as outlined in Table 2 below.

Table 2 – How and How Much?

Sector	Capacity Incentive Detail
Care Home / Residential – Standard	Commence care the same day * of request (Care Arranging Service) £125 Commence care within 24hrs* of request (Care Arranging Service) £70
Care Home / Residential – Enhanced	Commence care the same day* of request (Care Arranging Service) £250 Commence care within 24hrs* of request (Care Arranging Service) £100
Care Home With Nursing - Standard	Commence care the same day* of request (Care Arranging Service) £350 Commence care within 24hrs* of request (Care Arranging Service) £200
Care Home With Nursing - Enhanced	Commence care the same day* of request (Care Arranging Service) £400 Commence care within 24hrs* of request (Care Arranging Service) £250

**The time frame used to determine the incentive will be measured from a) the time of the request made for care (Care Arranging Service) to b) the care in place and being delivered. For those providers who undertake their own assessment this will also need to be actioned and agreed within the time period outlined above.*

Norfolk County Council will use the contractual clauses and processes already in existence to monitor care delivered in a timely and high quality manner.

Who can receive this incentive?

Care Homes or Care Homes with Nursing providers on NCC's accredited provider list and are contracted via a spot contract arrangement can receive these payments.

*This incentive **will not** apply to block contracted providers or those who provide a planning bed.*

When this will apply?

Capacity Incentive payments will apply during the periods indicated in Table 1. However, Capacity Incentive payments will also be implemented when circumstances mean that providers and hospitals are under particular pressure.

For example – did you know for every 1 degree drop below 5oC there is:

- 10% increase in elderly with breathing problems peaking on day 12
- 0.8% increase in emergency admissions – 3.4% die
- Heart attacks 40% rise
- Stroke increase at day 5

All of these factors will increase demand on the health and care system. NCC is committed to supporting our care providers to meet that demand.

How will I know if a day is designated as an incentive day?

Other than the periods indicated in Table 1, NCC will notify providers through email and on our website here: <https://www.norfolk.gov.uk/business/supplying-norfolk-county-council/care-providers/information-for-providers-of-care-and-support-services/winter-pressures-and-preparation>

Please contact us at integratedcommissioners@norfolk.gov.uk if you have any questions.

Right to review:

Norfolk County Council reserves the right to review and amend this at any time.

Norfolk County Council – Easter Planning for Home Support February 2018

Our vision for Norfolk is to have sufficient, reliable, sustainable home support that is of excellent quality.

Busy periods and holidays create pressure and strain on the health and social care system which can often result in people failing to get the care they need when they are discharged from hospital – this has a detrimental impact on people's health and is distressing for families and individuals.

NCC has been working closely with home support providers to try and ensure that Norfolk has the home support provision it needs over busy periods – as a result of this work, we have identified that paying home support providers a premium for picking up new or resuming care packages from the hospitals for people being discharged over pressured times, would support both the people coming out of hospital and those who are providing the care.

How will this work?

New or restarted packages requested for **people being discharged from hospital** during designated periods (see Table 1 below) will attract a one off Capacity Incentive payment. You may use this to increase payments to your carers and to support the operation of your service.

Table 1 – Designated Periods for Capacity Incentives

Situation	Specific trigger details
The end of the winter period and Easter	Friday 16 th February 2018 – Friday 6 th April 2018 inclusive
Significant pressures on the health system	<p>This may include but not be limited to:</p> <ul style="list-style-type: none"> • Severe weather conditions • Unexpected staff absence • Market failure <p>NCC will notify accredited home support providers as dates become known, dates will also be listed on NCC’s Keeping People Well at Home blog: www.norfolkcpwah.com</p>

**Norfolk County Council reserves the right to determine when the factors impacting on discharge attributed to Social Care will trigger the Capacity Incentive.*

What sort of care provision will count?

Only home support packages for **people being discharged from hospital** currently attract these premiums. They will apply to **ALL** new or restarted home support care packages notified and started as outlined in Table 2 below.

Table 2 – How and How Much?

Sector	Capacity Incentive Detail
Home Support – Single worker packages	<p>Commence care within 12hrs* of request (Care Arranging Service) £130</p> <p>Commence care within 24hrs* of request (Care Arranging Service) £95</p> <p>Commence care within 24-48hrs* of request (Care Arranging Service) £60</p>
Home Support – Double worker packages	<p>Commence care within 12hrs* of request (Care Arranging Service) £195</p> <p>Commence care within 24hrs* of request (Care Arranging Service) £142.50</p> <p>Commence care within 24-48hrs* of request (Care Arranging Service) £90</p>

**The time frame used to determine the incentive will be measured from a) the time of the request made for care (Care Arranging Service) to b) the first scheduled/delivered call time.*

**Restarted packages will only attract the payment if a retainer payment, allowed for in some contracts, has not been made for the length of the hospital stay.*

Norfolk County Council will use the contractual clauses and processes already in existence to monitor care delivered in a timely and high quality manner.

Who can receive this incentive?

All home support providers on NCC’s accredited provider list can receive these payments.

When this will apply?

Capacity Incentive payments will apply during the periods indicated in Table 1. However Capacity Incentive payments will also be implemented when circumstances mean that home support providers and hospitals are under particular pressure.

For example – did you know for every 1 degree drop below 5oC there is:

- 10% increase in elderly with breathing problems peaking on day 12
- 0.8% increase in emergency admissions – 3.4% die
- Heart attacks 40% rise
- Stroke increase at day 5

All of these factors will increase demand on the health system and home support. NCC is committed to supporting our care providers to meet that demand.

How will I know if a day is designated as an incentive day?

Other than the periods indicated in Table 1 NCC will notify providers through email and on our website here: www.norfolkpwah.com

Please contact us at integratedcommissioners@norfolk.gov.uk if you have any questions.

Right to review:

Norfolk County Council reserves the right to review and amend this at any time.

Norfolk Safeguarding Adults Board

Norfolk SAB website: **NEW** news items posted

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

NEWS ITEMS

- *Oxfam scandal: Penny Mordaunt to meet National Crime Agency | 14 February 2018*
- *Oxfam sexual abuse scandal spreads to UK charity shops | 13 February 2018*
- *Men's Shed Fakenham - open meeting 12 March | 13 February 2018*
- *Human trafficking and Modern Slavery - FREE training | 13 February 2018*
- *Church of England 'facing two years of abuse revelations' | 12 February 2018*
- *Royal College of General Practitioners - Safeguarding Adults at Risk of Harm Toolkit | 12 February 2018*
- *Homelessness Reduction Act to come into force | 12 February 2018*

- *Failed NHS trust caused 'unnecessary harm' to patients | 11 February 2018*
- *One in five women have been sexually assaulted, analysis finds | 11 February 2018*
- *Review of autism home abuse condemns out-of-area commissioning failings | 11 February 2018*
- *West Norfolk: New disability champion ready to listen and help | 9 February 2018*
- *Review into abuse at Mendip House, Somerset published | 9 February 2018*
- *Domestic abuse: findings from the Crime Survey for England and Wales: year ending March 2017 | 9 February 2018*

Please go to:

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

Do follow NSAB on Twitter – @NorfolkSAB

Also see

- *Board mangers blog: An invitation to be a critical friend*

[Norfolk Safeguarding Adults Board \(NSAB\) then click on Safeguarding Board Manager's Blog](#)

Sent on behalf of the Care Association Alliance

You may think that you are ready for the GDPR deadline this May, but have you really tested the depth of your understanding?

Can you be sure that the people in your organisation are fully prepared? If you want to avoid any breaches in compliance after the 25th, you can always contact our specialist GDPR taskforce and discuss any concerns that you many have.

Take the quiz and then share your results with your colleagues to see if your GDPR knowledge is ready for the deadline day this May 25.

[Take the Royds Withy King GDPR Quiz](#)

Need Help? Check out the Royds Withy King GDPR Hub [here](#)

Autism information sharing day 8th March Norwich

Follow link below for details

[\[cid:image001.png@01D3A975.47700DB0\]](#)

Dementia friendly gatherings Norwich

Follow link below for details

[\[cid:image001.png@01D3A976.651311E0\]](#)