



**Don't Forget**

# **Norfolk Independent Care**

## **AGM**

**Thursday 5<sup>th</sup> April 2018**  
12.30 – 1.30pm

At: Progress House, Plantation Park, Blofield, Norwich, NR13 4PL

Please confirm your attendance by emailing  
[caroline.payne@norfolkindependentcare.com](mailto:caroline.payne@norfolkindependentcare.com)



**Adult Social Care  
County Hall  
Martineau Lane  
NORWICH  
NR1 2SQ**

**16 March 2018**

Dear Provider

The Norfolk County Council Adult Social Care market development team are supporting a series of workshops bringing together social care, health and other professionals with key providers in the care market to work together on improving our joint performance in two key areas of operation.

### **Workshop 1: Supporting hospital discharges and developing 7 day support**

We would like to invite you to join our key hospital discharge professionals in a workshop to help develop practical proposals that we can implement to improve our current discharge performance in the short term. We also want to scope out areas for development that will improve matters further in the medium to longer term and prepare the market to enable it to support hospital discharges 7 days a week. We also want to agree how we can best continue to work together after the workshop to genuinely coproduce the solutions that the system and the market will need going forward.

To book a place on one of these workshops please click on one of the following links, which will take you through to our event system where you can book your place.

- [26 March 2018, 9:30-12:00, Abbey Conference Centre, Norwich](#)
- [27 March 2018, 9:30-12:00, Innovation Centre, Kings Lynn](#)
- [19 April 2018, 11:00 - 13:30, Kings Centre, Great Yarmouth](#)

### **Workshop 2: Nursing care workforce challenges**

We also recognise that there are pressures on the independent sector adult care workforce in general and in particular in the nursing home sector where recruitment and retention of staff together with sustaining quality have become very challenging. We are planning therefore to hold a second workshop on the same day following on from the Supporting Discharge workshop focusing on Nursing Workforce Challenges.

We invite providers active in this sector or those planning to be so, to join us in a session intended to understand the scale and nature of the workforce challenges, and to develop practical ways in which the health and care system can support improvements in the short term and also to coproduce a longer term improvement plan that we can implement to ensure that we have a long term stable supply of good quality nursing care in Norfolk.

Providers in the nursing sector are invited to the Nursing Workforce Challenge workshops, including providers who have taken part in the Supporting Discharge workshop who are in the nursing care sector.

To book a place on one of these workshops please click on one of the following links, which will take you through to our event system where you can book your place.

- [26 March 2018, 12:00-14:30, Abbey Conference Centre, Norwich](#)
- [27 March 2018, 12:00-14:30, Innovation Centre, Kings Lynn](#)
- [19 April 2018, 13:30 - 16:00, Kings Centre, Great Yarmouth](#)

Once you are in our events system please click on the green 'Book Your Place' button which will take you to a short registration form. Please use this to identify your organisation and the names of those who will be attending.

If you have any question, please contact [Claire.lowe@norfolk.gov.uk](mailto:Claire.lowe@norfolk.gov.uk)

I look forward to working with you at these important workshops

Best wishes

Steve Holland  
Head of Market Development & Quality Assurance  
Norfolk County Council Adult Social Care

Tel. 01603 638353  
Mobile 07788 668700

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

Why not finish the week catching up on some safeguarding adult news stories?

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

### **NEWS ITEMS**

- *Her Majesty's Inspectors single out Norfolk Police work with vulnerable people for praise | 22 March 2018*
- *Neglect common in care homes due to staff 'burnout' | 22 March 2018*
- *FREE Scams awareness training: new e-learning package | 22 March 2018*
- *Remains of hoarder found dead in her home 'buried under clutter' | 22 March 2018*
- *Breckland Council agree £1m investment in preventing homelessness | 22 March 2018*
- *Mental Health Act 1983: implementing changes to police powers | 20 March 2018*
- **PLEASE READ** *Lessons from safeguarding adult reviews | 19 March 2018*

Please go to:

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

**# Do follow NSAB on Twitter – @NorfolkSAB #**

My apologies for any cross-posting.

Kind regards

**Walter Lloyd-Smith**

**Norfolk Safeguarding Adults Board Manager | Business Lead**

Floor 8, County Hall, Martineau Lane, Norwich NR1 2DH

Direct Line: 01603 223 422

Mobile: 07785 355 831

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### **North Norfolk Local Delivery Group**

The North Norfolk Local Delivery Group, on behalf of the Norfolk & Waveney Sustainability & Transformation Partnership (STP) Primary and Community Care Programme Board, has been formed to implement and monitor local delivery of transformational service initiatives including but not limited to: new models of care and high impact change actions, which are tailored to meet local patient need and in line with the Five Year Forward View.

It is anticipated that some of the responsibilities will include:

- Determine demand pressures and develop solutions to addressing need on the local geographical footprint to improve health and wellbeing of the local population.
- Initiate the local transformational changes needed within allocated funding.
- Instigate and direct the work of relevant task and finish groups that deliver specified and agreed actions in association with the transformational service initiatives identified by the STP Primary and Community Care Programme Boards.
- Address any barriers that have previously hindered closer system wide working to develop collaborative relationships across organisations and different health and social care settings to improve service delivery.

A set of Terms of Reference are currently being revised.

The membership of the Local Delivery Group is made up of representatives from:

- North Norfolk CCG
- North Norfolk Primary Care
- Norfolk County Council
- North Norfolk District Council
- Broadland District Council
- Norfolk Community Health & Care
- Norfolk & Suffolk Foundation Trust

- Norfolk & Norwich University Hospital
- East of England Ambulance Service Trust
- Integrated Care 24
- Independent care sector
- Voluntary sector
- Patient voice/lay member

Meetings are held monthly at 2 until 4pm, and the current schedule is as follows:

Tuesday 20 March 2018

Tuesday 17 April 2018

Tuesday 15 May 2018

Tuesday 19 June 2018

Tuesday 17 July 2018

**Tuesday 21 August 2018**

Tuesday 18 September 2018

Tuesday 16 October 2018

Tuesday 20 November 2018

Tuesday 18 December 2018

If you would like to be involved in these meeting, please contact Emma Bugg on e.bugg@nhs.net

## Training Available

\* More dates added due to waiting list \*

**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:**  
25<sup>th</sup> & 27<sup>th</sup> April 2018  
22<sup>nd</sup> & 23<sup>rd</sup> May 2018  
6<sup>th</sup> & 7<sup>th</sup> June 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](mailto:claire@carerite.co.uk)



## Event

# Norwich Learning Disability Action Group

We welcome you back for our second meeting:  
**Planning for 2018**

**When?**  
Please note  
change of date



3<sup>rd</sup> April 2018

**Where?**



St Andrew's Eaton, 41 Church Ln, Norwich, NR4 6NW

**What time?**



11am to 2.30pm

We want people with a learning disability to join our group and have a say about things that matter to them.

"I've worked for Mencap for 10 years. I love being part of the group, meeting new people and talking about things that make my community better".  
Abby



If you have time, want to make a difference and have fun along the way then you can.



There will be lunch and drinks provided

Email: [emily.flores-gutierrez@mencap.org.uk](mailto:emily.flores-gutierrez@mencap.org.uk) to book your place.