



Cost of Care for Working Age Adults – Questionnaire for Care Providers – Completion date extended

Dear Provider,

You may have already received an email from Norfolk County Council asking you to complete a questionnaire. ARMC have secured an extension for the deadline for completion and urge everyone to give their feedback via the questionnaire. This is very important and will impact on the final outcome for you as a Provider.

Please see below from Norfolk County Council.

Dear Care Provider,

If your organisation provides care for **working age adults with learning disabilities, physical disabilities and/or mental health issues** we would like to hear from you.

As you may know, we have been working on a project to determine the cost of care for working age adults with learning disabilities, physical disabilities and mental health issues.

In meetings with care providers and operational social work colleagues to take this work forward, we developed new banding descriptors for the cost of care for working age adults.

We are now asking for your input; please look at the draft descriptors and then complete a short questionnaire which can be accessed by following the link below under the heading **June 2018 – Care banding descriptors for care and nursing homes.**

<https://www.norfolk.gov.uk/business/supplying-norfolk-county-council/care-providers/information-for-providers-of-care-and-support-services/cost-of-care/cost-of-care-2017-18>

The deadline for responses is **Friday 27th July.**

If you have any queries, please don't hesitate to contact us.

Adult Social Care, Market Development
Norfolk County Council
County Hall
Norwich
Tel: 01603 638158

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

Bring People Together

'Bring People Together' is a new programme being delivered by national volunteering charity, Royal Voluntary Service in partnership with Prudential.

We want to encourage more people to volunteer, particularly those aged 50-65, but we are specifically aiming to recruit volunteers to help run, or start their own social groups and activities for older people in their community. These social activities could include; running a quiz group in a community hall, establishing a book club in a local library or exploring new ways to bring people together over food.

No previous experience is necessary as full training will be provided. Royal Voluntary Service will also provide guidance on recruiting volunteers, managing money and fundraising and on how to run the activity safely and legally. In return, volunteer co-ordinators can enjoy developing their skills and experience, being part of a team and creating something of lasting value for their community and the people in it.

This is an opportunity for older people to get support to develop an activity that they want to be involved with. We will provide full support along the way and are open to any suggestions from book groups and creative writing to belly dancing, Tai Chi and trampoline classes.

NIC members can access the support service for clients, services users and staff in order to establish vibrant and sustainable activities to engage older people.

To find out more contact 0300 0120 261
Royalvoluntaryservice.org.uk

Training



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:
31st July & 1st August 2018
14th & 15th August 2018
12th & 13th September 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





Open Workshops Diabetic Foot Screening

run by

an experienced diabetes specialist nurse, who also works in the NHS

This training is aimed at individuals involved with adult diabetes care and/or annual diabetes checks;
such as senior care staff (residential and domiciliary care), registered nurses and healthcare assistants

The care workforce are in a fantastic position to inspect and implement (or assist with) everyday footcare for people living with diabetes, as well as potentially spot foot problems which can then be promptly dealt with. If appropriately trained, they can also carry out a diabetic foot assessment for people unable to attend an annual diabetic review at their surgery.

NICE recommends that people living with diabetes receive a diabetic foot assessment on diagnosis and at least annually thereafter.

This workshop provides the tools/processes that are used to undertake an assessment and result in a risk score; the assessor is not required to make a clinical judgement

Norwich – Anglian Training, 4 Manor Farm Barns, Fox Road, Framingham Pigot, NR14 7PZ

Monday 9 July 2018 (10am-1pm)

More dates to be scheduled shortly for the autumn – contact us if you would like to register your interest

Beccles – Beccles House, 1 Common Lane North, Beccles, Suffolk, NR34 9BN

Monday 16 July 2018 (1.30pm – 4.30pm)

Monday 1 October 2018 (1.30pm – 4.30pm)

Bury St Edmunds - Christ Church, Moreton Hall, Lawson Place, Bury St Edmunds, IP32 7EW

Thursday 5 July 2018 (1.30pm – 4.30pm)

More dates to be scheduled shortly for the autumn – contact us if you would like to register your interest

Contact us to book a place or for further information:

01799 584178

info@duetdiabetes.co.uk

www.duetdiabetes.co.uk

BECOME A MENTAL HEALTH FIRST AIDER
With one of our Mental Health England accredited courses

Youth Mental Health First Aid	MHFA England	Adult Mental Health First Aid
26th & 27th September 09:00 - 16:30 Norwich	 MHFA England	18th & 19th September or 5th & 6th November 09:00 - 16:30 Norwich
This course is ideal for anybody who works, lives with, or supports young people aged 8-18. The course will include a range of subjects, including Depression & Anxiety, Suicide & Psychosis, Self-Harm & Eating Disorders.		This course is ideal for anybody who wants to gain an understanding of mental health and will include a wide range of different mental health issues.

ANGLIAN TRAINING.
01508 447311
info@angliantraining.co.uk

Events

Norfolk and Suffolk 
NHS Foundation Trust

DEMENTIA FOCUS GROUP

Are you living with dementia?

Are you caring for someone living with dementia?

Are you involved or interested in the care of those living with dementia?

If you answered YES to any of these questions you may benefit from coming to the Dementia Focus Group.

The meetings are informal and confidential. Each meeting includes a presentation on a care related topic. The meetings offer the opportunity to meet like-minded people, including those living with dementia, carers, health service professionals and members of private and voluntary organisations and to raise and discuss specific issues of concern.

Meetings are held on the third from 10.00 a.m. – 12.00 p.m. at Building, Julian Hospital, Norwich NR2 3TD



Tuesday of each month the Julian Day Treatment Bowthorpe Road,

For more information:
0300 1234 969 or 01603 978377


NOPF
Norwich Older People's Forum

**Neighbourhood meeting at Marlpit Community Centre on
Wednesday 8th August 2018**

Norwich Older People's Forum are holding their next neighbourhood meeting with Age UK Norwich on **Wednesday 8th August between 10.30am and 1.00pm** at **Mile Cross Community Centre, Hellesdon Road, Norwich, NR6 5EG** which is close to the junction of Hellesdon Road with Marlpit Lane.

As always, everyone is most welcome, but Norwich Older People's Forum is particularly keen for older people living in the Marlpit area to attend. As usual there will be fun activities to try out, useful information for older people and a light lunch at the end. There will also be a slipper swap, so bring your old pair along to swap for a new pair.

There is parking at the centre or to get there by bus you will need First Bus numbers 23, 23A, 24 and 24A on the Red Line, all of which travel along Dereham Road. The closest bus stop is by the traffic lights at the Larkman Lane / Marlpit Lane junction. You will then need to walk down Marlpit Lane and turn right into Hellesdon Road just before the bridge. Marlpit Community Centre is on the left. It may be possible to arrange transport to this event. Please call Charlotte at Age UK Norwich on 01603 496330 for details.

You do not need to book a place or let anyone know you will be attending, just turn up if you can and do please let your friends and neighbours know about the meeting, or even better, come along and bring one of them along with you.

Workshop

The Norfolk & Waveney STP, in partnership with the Norfolk & Waveney Clinical Commissioning Groups (CCG), is hosting a workshop focussing on the opportunities and challenges of integrating psychological therapies with physical long term condition (LTC) pathways, particularly:

- Cardiology
- Respiratory
- Diabetic Medicine

The event will be held on:

Tuesday 3rd July 2018

9.30am – 4pm

Venue: Jerningham Room, Costessey Centre, Norwich

This event is free of charge to attendees

This event is aimed at:

GPs, practice nurses, community nurses, acute hospital clinical staff and operational management, Wellbeing Service clinical and operational management, commissioners, service managers, third sector providers and social care staff.

To register for this event and for further information please contact:

News from CQC

Update

Our update for providers of adult social care services

June 2018

Chief Inspector's column:

In her column this month Andrea Sutcliffe CBE introduces 'Learning from safety incidents', a new series of resources that share critical issues from CQC's enforcement work. Andrea talks about how providers can use them to avoid similar incidents happening again.

[Read more here.](#)



Learning from safety incidents

CQC has launched [Learning from safety incidents](#), a series of resources that share learning from our enforcement activity.

Since April 2015 CQC has had the power to bring criminal prosecution against health and social care providers for failing to provide care in a safe way. We have prosecuted nine providers since then relating to serious incidents and these distressing incidents have led us to notice a number of patterns emerging.

We want people and providers to learn from what has happened and make sure that similar incidents do not happen again. [Learning from safety incidents](#) resources focus on the safety incidents that are related to the nine prosecutions. Each resource will explain what happened, what CQC and the provider have done about it, and the steps you can take to avoid it happening in your service.

You can read the first five of these resources on [our website](#).

Provider Information Return update

We are currently updating the new digital system for the Provider Information Return (PIR) using feedback from providers already using the system. While we do this, we have temporarily paused the roll out to all providers. Once the updates have been made providers will gradually be contacted by email to join the new system and register for an account.

Providers will continue to complete Provider Information Returns in the usual way until they are invited to begin using the new system.

We are still continuing to test the new system and gather feedback. We are currently testing the design of the system and you can share your views on this by completing a [short survey](#).



Driving improvement - Case studies from nine adult social care services

Earlier in June we published [Driving improvement: Case studies from nine adult social care services](#), a new report showcasing nine adult social care services that have significantly improved their rating. At each service we spoke to a range of people, including people who use services, their families, providers, registered managers, care staff, administrative and other staff, commissioners and social workers.

The report highlights the key themes that run throughout all nine case studies, which include leadership and cultural change.

Managers from the nine services have shared their top tips for improvement and highlight to other providers that improvement in adult social care is possible.

70@70: Driving improvement - individuals who have made a difference

As the NHS and social care celebrate their 70th birthday, CQC is recognising the contribution that individuals have made across adult social care and healthcare. We have brought together 70 stories highlighting people who have gone 'over and above' and made a significant impact on the care people receive. This includes volunteers, front line staff, and senior leaders.

We will launch this collection of 70 short case studies on Friday 29 June. Read the stories on our [website](#).

Dementia diagnosis guidance

The Department of Health & Social Care has published [guidance](#) on what the public can expect from health and care services after a diagnosis of dementia.

The guidance has been designed to help people diagnosed with dementia, or those supporting them, understand what support and services are available in England. It signposts to organisations that can provide information about dementia and helpline services.

Adult social care providers are welcome to share the guidance with anyone using their services who has experienced a diagnosis of dementia.

Be Clear on Cancer - Blood in Pee campaign

Public Health England will re-run the [Be Clear on Cancer 'Blood in Pee' campaign](#) from 19 July to 23 September 2018.

The aim is to raise public awareness of visible haematuria – a key symptom of bladder and kidney cancer – and encourage those who notice this symptom to see their GP. Even if they see blood in their pee on one single occasion. This campaign is specifically aimed at men and women over 50 years from lower socio-economic groups.



Provider organisations can find out more and order free campaign resources from the [Campaign Resource Centre](#). Resources include posters, leaflets and materials that can be used on websites

and social media channels. For any bulk orders please email partnerships@phe.gov.uk

Share your views: adding a new regulated activity to your registration

CQC is working to improve the process for making a registration application. We are keen to hear providers' views on the experience of applying to add a new regulated activity to your registration.

Please [share your views](#) on the Provider Online Community. If you are not already a member of the Community, [sign up here](#).

Other news

- We have published [The state of care in urgent primary care](#), presenting findings from our programme of comprehensive inspections of urgent care centres, NHS 111 services and GP out-of-hours services.
 - Following our consultation on our approach to regulating Independent Healthcare services in England, we have now published [updated guidance for providers and a summary of responses](#) to the consultation.
 - CQC has published a [statement on modern slavery](#) in order to provide clarity to providers, other stakeholders and CQC staff on our role in combatting modern slavery and human trafficking and the actions that we are taking.
 - CQC is [seeking a new contractor](#) for our Expert by Experience programme.
 - We are looking for aspiring and new registered managers to test our new digital registration tool. [Email us](#) if you are interested in getting involved.
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Events and recruitment

- Andrea Sutcliffe will be speaking at the [East Sussex, Brighton and Hove registered care association annual conference](#) on 'Regulation, Lessons and How to improve' on 11 July in East Sussex.
 - Andrea will be giving a speech on 'Priorities for inspection and regulation of services' at the [Westminster Health Forum](#) on 12 July.
 - We are looking for adult social care Inspectors across England. Review the [job advert](#) for details.
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Follow us on Twitter!

Keep up with our work with professionals and provider organisations in England by following us on Twitter [@CQCProf](#).



Important

Dear colleague,

Re: Old-style Graseby syringe drivers (e.g. MS16, MS16A, MS26)

You will be aware of the media interest over the weekend in relation to the Gosport Inquiry and specifically the use of the older Graseby syringe drivers that worked by measuring millimetres of syringe length (e.g. MS16, MS16A, MS26).

A National Patient Safety Agency (NPSA) 'Rapid Response Report' was issued in December 2010 requiring organisations to 'agree an end date to complete the transition between existing ambulatory syringe drivers and ambulatory syringe drivers with additional safety features (as soon as locally feasible, and within five years of this RRR)'. This advice was given not because the Graseby syringe drivers had any mechanical faults, but because the complexities of converting doses to mm of syringe length, and confusion between models that had 'per 24 hours' settings and models that had 'per hour' settings, had continued to lead to error. By the time of the NPSA RRR, alternative models of syringe driver with enhanced safety features had become available.

The NPSA requirement applied to all providers of NHS funded care in England, including in the independent sector and third sector. Hospices should therefore have acted on the alert at the time. Whilst the NPSA's remit did not extend to providers who only ever care for privately funded patients, we know that these providers, and the healthcare professionals who work within them, also aim to implement any relevant safety advice.

We are therefore not envisioning any of these older style syringe drivers to still be in use.

However, we would urge you to undertake local checks to ensure that none of the old-style Graseby ambulatory syringe drivers, that worked by measuring millimetres of syringe length, are still in use in your organisation (e.g. MS16, MS16A, MS26).

We are aware that large chains may hold medical device asset registers which should provide the necessary information but we know that often these syringe drivers may have been purchased directly by clinical teams using charitable donations and may not have gone through formal organisational purchasing routes. We would therefore encourage organisations to directly contact all their clinical teams and units to check if they have any old-style syringe drivers.

We would advise that if any of these types of syringe drivers are found to be in use they should be withdrawn as soon as possible; ensuring patient care is not compromised.

Thank you for undertaking this additional check to ensure past safety advice has been fully implemented.

Yours sincerely,

Celia Ingham-Clark

MBE, SFFMLM, MChir, FRCS, FRCA
Interim National Director of Patient Safety
NHS Improvement

