



The below report can be downloaded from the Norfolk Safeguarding Adults Board.

**“Call blocking in the UK: report**

19 July 2018

The National Trading Standards (NTS) Scam Team have produced a report on call blocking project. The project provided over 1,500 trueCall call blocking devices to potentially vulnerable consumers as part of the project, including consumers with dementia and those deemed to be most at risk of receiving scams and nuisance calls. Members of the public were also invited to apply for call blockers via the Friends Against Scams website – run by NTS to help people spot and report scams.

Scam and nuisance calls can cause untold distress and damage for people made vulnerable by their circumstances, such as those living with dementia. The harm done by scam and nuisance calls is not limited to financial losses but also includes people feeling threatened by these calls, worried about losing money in the future and feeling helpless to stop the calls.

The report includes a very interesting section on the cost benefit of using call blockers.”

<https://www.norfolksafeguardingadultsboard.info/professionals/news/call-blocking-in-the-uk-report/>

**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](mailto:agoldsmith@leathesprior.co.uk)**



**LEATHES PRIOR**  
SOLICITORS

## 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....

**Dates:**  
31<sup>st</sup> July and 1<sup>st</sup> August 2018  
14<sup>th</sup> & 15<sup>th</sup> August 2018  
12<sup>th</sup> & 13<sup>th</sup> 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](mailto:claire@carerite.co.uk)

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



## Events



**Neighbourhood meeting at Marlpit Community Centre on  
Wednesday 8<sup>th</sup> August 2018**

Norwich Older People's Forum are holding their next neighbourhood meeting with Age UK Norwich on **Wednesday 8<sup>th</sup> August between 10.30am and 1.00pm** at **Marlpit 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.

**Medicines management for people receiving social care in the community**

NICE have produced Quality Standards for assessing if people (in their own homes) need help with their medicines and deciding what medicines support is needed to enable people to manage their medicines. It also includes communication between health and social care staff, to ensure people have the medicines support they need. It describes high-quality care in priority areas for improvement.

<https://www.nice.org.uk/guidance/qs171/chapter/Quality-statements>

The four quality statements are:

Statement 1 Adults having an assessment for social care in the community have their medicines support needs included in the assessment.

Statement 2 Adults receiving medicines support in the community from a social care provider have their general practice and supplying pharmacy informed that support has started.

Statement 3 Adults receiving medicines support in the community from a social care provider have a record of the medicines support that they need in their care plan.

Statement 4 Adults receiving medicines support in the community from a social care provider are given information on how to raise any medicines-related problems.

### **“Good grief: older people's experiences of partner bereavement**

Death and bereavement are not subjects that are well recognised or prioritised within UK society. Where policy does exist, it is disparate and unconnected. Support for bereaved older people is therefore highly localised and depends on the availability and attention of third sector organisations.

Older people’s experiences following the loss of a partner vary hugely. Independent Age set out to learn more about those experiences and understand what can be done to ensure more have positive outcomes.

This report brings together what we already know about older people’s experiences of bereavement along with new research centred on older people whose partners have died. We focus on some of the issues faced by those living with the grief of losing a loved one.

Our research also reveals how talking about death, at an individual and a policy level, can start to provide the help that older people need when faced with the most difficult moment of their lives.”

<https://www.independentage.org/policy-and-research/research-reports/good-grief-older-peoples-experiences-of-partner-bereavement>



Expert Citizens  
CIC

# NATIONAL INSIGHT AWARDS 2018

To make  
a nomination  
today go to:  
[expertcitizens.org.uk  
/insight-awards](http://expertcitizens.org.uk/insight-awards)  
or telephone  
**01782 450760**



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**VOICES**

VOICES  
OF  
INDEPENDENCE  
CHANGE &  
EMPOWERMENT IN  
STOKE-ON-TRENT

Do you know somebody who supports people experiencing multiple needs? Have they done something different that has improved the service for their customers, that others can learn from?

*Dont delay - nominate today!*

We want to share and celebrate good practice across the country at our annual **INSIGHT** conference and awards ceremony.

