

## **Attention Mental Health and Learning Disability Providers**

You are invited to attend the Annual General Meeting of ARMC as follows:-

**Wednesday 5th April 2017**

12.45 pm at the Marsham Arms,  
Holt Road, Hevingham, Norwich, NR10 5NP

Your opportunity to address our guest speakers

1pm - Guest Speakers - James Bullion – Executive Director – NCC Adult Social Services and Steve Holland – NCC Head of Quality Assurance and Market Development, Adult Social Care

Guest Speaker – Marion Saunders – Non-executive director, Norfolk and Suffolk NHS Foundation Trust

**There will follow a question and answer session.**

## **NEWS from CQC**

### **Chief Inspector's column:**

Read Chief Inspector [Andrea Sutcliffe's latest column](#), as she looks at the challenges facing the home care sector.

### **Did you know: our ratings system**

Did you know that we rate care as outstanding, good, requires improvement and inadequate? And do you understand what each of these descriptions means in practice?

You can find out about our ratings system and how we inspect different types of service [on our website](#).

[Learn more about our ratings system](#)

### **Using online healthcare services**

We recommend people act with caution when using digital healthcare services such as online GPs and pharmacies.

Our inspections of some companies offering these services have revealed serious concerns about patient safety.

We've issued a joint statement with other regulators and published guidance about what to look out for when using digital healthcare services.

[Read the guidance](#)

## Older people's care – experiences

This month we ran a successful campaign asking people aged 60 and over to share their experiences of care with us.

Research shows that older people are less likely to complain about services and they're likely to be less aware of the different ways they can share their views.

We're always keen for you to share your experience of care with us, whatever your age, and whether it was good or bad.

[Find out more about the campaign](#)

## CQC asked to review how health and social care work together

The Secretary of State for Health has asked us to carry out targeted reviews across a number of areas to look at how health and social care work together and what improvements could be made to benefit people who use services. We will shortly begin planning how we will work with providers, commissioners, system leaders and people who use services, and their families and carers, to ensure that that this work will deliver real improvements to people's care.

## Fees scheme for registered providers 2017/18 now published

We have now published our final fees scheme which sets out our annual charges to providers that will be in place from April 2017. These charges are outlined on the [fees page of our website](#).

## Quality Matters roundtable held with David Mowat MP

In response to the challenges faced by the adult social care sector, a broad coalition of partners has come together to develop Quality Matters, a document that sets out a shared vision for the future of high-quality adult social care. Around 50 groups and organisations have been involved in co-producing Quality Matters, including CQC's adult social care external co-production group. Andrea Sutcliffe has written about this work in her [Chief Inspector column](#) and [Medium blog](#).

On Tuesday 14 March a roundtable event was held with David Mowat MP, Parliamentary Under Secretary of State for Community Health and Care, and the National and Representative Organisation Group who have led on the development of Quality Matters, where the minister formally confirmed his support of the document.

The document will be launched on Monday 15 May and we will update you on this in our May bulletin. You can follow developments on Twitter by searching for the [#qualitymatters hashtag](#).

## 'Approval' of training programmes

We have been made aware of organisations claiming to offer 'CQC approved' training. We would like to clarify that CQC:

- does not approve the content of any training courses prior to delivery;
- does not approve individuals or companies to deliver training.

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## Events

Andrea Sutcliffe will be speaking at [Dementia 2020: Implementing the Challenge](#) in London on 13 April about how CQC involves people who use services in its work as Experts by Experience.

Talk to CQC staff on our exhibition stand at [Community Care Live](#) in Manchester on 25 and 26 April.

## Other news

[CQC business plan for 2017-18](#)

[Learning from deaths: What's happened since we published our review?](#)

[Equality objectives 2017-2019](#)

## **Research by Health Foundation on reducing hospital admissions by improving continuity of care in general practice**

The research by The Health Foundation found that there were fewer hospital admissions for certain conditions when the patient saw the same GP more consistently. [Read more here](#).

## Top ups for local authority and CCG fees – by RadcliffeLeBrasseur

With ever-increasing costs of providing care, and limitations in fees paid by local authorities, providers may wish to be able to top up publicly funded fees in order to earn a sustainable return on investment.

Approaching this in the wrong way, however, carries serious risks, so it is vital that providers comply with the rules.

## **Funding by local authorities**

The legislative regime and statutory guidance makes express provision for top ups. However, there are strict rules concerning the mechanisms. Two key points are:

- The resident can only pay the top themselves in limited circumstances, and
- The care home must contract with the local authority for the full price including the top up.

### **Funding by CCGs**

As a matter of constitutional principle, the NHS is a comprehensive service, free at the point of delivery.

However, where it is possible separately to identify and deliver the NHS-funded elements of the service, top up charges may be lawful.

[Click here to read the full article](#), where we explain the guidance given to local authorities and CCGs, and how this could affect care providers

### **Message from new Norfolk Independent Care Chairman – John Bacon**

Please note that I can be contacted by email:-  
[john.bacon@norfolk-independentcare.com](mailto:john.bacon@norfolk-independentcare.com)