



Norfolk Safeguarding Adults Board

Important - NEW news item has been posted on Norfolk SAB's website

NEWS ITEMS

- ***NSAB Annual report 2017-18 published | 28 November 2018***

Today the Norfolk Safeguarding Adults Board (NSAB) is pleased to announce the publication of its annual report for 2017-18. **This year's report looks and feels different in an effort to make it more accessible.**

Plus:

- *Non-engagement & missed appointments procedure from Norwich & Central Norfolk MIND | 28 November 2018*
- *Consultation on stalking and harassment | 27 November 2018*
- *Office for National Statistics: 'poor care may have been a factor' in some care home deaths | 27 November 2018*
- *Update on the Mental Capacity (Amendment) Bill | 25 November 2018*

- *Fire safety advice offered at Norfolk libraries* | 23 November 2018
- *Mental health disorders among the young continue to increase* | 23 November 2018
- *Anti-Slavery Partnership Toolkit* | 22 November 2018
- *Guidance on criminal exploitation* | 22 November 2018
- *"The voices of the vulnerable will be heard", Government statement on Gosport enquiry* | 21 November 2018

Please go to:

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

Latest Consumer Alerts and Trading Standards news

We're highlighting the following consumer news and scams:

- [Safety Alert – Police issue warning following the theft of potentially unsafe toys](#)
- [Rogue Trader Alert – Flyers offering 'Driveway' Work](#)
- [Scam Alert – Telephone cold calls offering to stop telephone cold calls](#)
- [Scam Alert – Text messages claiming to be from 'PayPal' stating you 'sent a payment'](#)

Email scams and phishing alerts

Look out for the following email scams which are circulating:

- [Facebook users warned about fake posts offering Center Parcs holiday prizes](#)

[Emails claiming to be from 'Amazon' titled 'Your Amazon Cyber Monday coupon' – link goes to malicious website](#)

News from CQC

Update

Our update for providers of adult social care services

November 2018

Chief Inspector's column

In her column this month Andrea Sutcliffe CBE talks about the updates CQC has added to the 'Equally Outstanding' resource and new information on use of technology in care.

[Read more here.](#)



Interim Chief Inspector for Adult Social Care and Registration announced

Debbie Westhead, current Deputy Chief Inspector for Adult Social Care for the north region, has been appointed as the interim Chief Inspector for Adult Social Care and Registration when Andrea Sutcliffe leaves at the end of the year and until a permanent Chief Inspector is in place.

Debbie began her career as a care assistant and has progressed through the adult social care sector in local government, the Commission for Social Care Inspection and CQC. She has played a huge part in the development and implementation of our regulatory approach in the sector and has been part of Andrea Sutcliffe's leadership team since 2014.

You can read the full [news story](#) for more information.

Learning from safety incidents: falls from windows

We have published the latest issue in our '[Learning from safety incidents](#)' series. The new issue looks at the risk of falls from windows. [Read more here.](#)

Update on provider information return

Following a review of the project to develop a new digital system for the adult social care provider information return (PIR), we have decided to undertake additional work in 2019 to explore how we can best collect information from providers so that it allows for more frequent and two-way exchange of information between providers and CQC.

Providers who have not been testing the digital PIR will continue to receive and complete them in the usual way. Providers who have been involved in testing the digital system and have submitted information through it will not need to resubmit a PIR within a 12 month period. We will keep you informed about any change via this newsletter.

[Read the full update to providers](#) that we circulated on 20 November.

We are still looking for your views on our proposals for fees

On 25 October we launched our consultation on the fees we propose to charge providers in 2019/20, which follows from our plans to meet the Treasury's requirement to recover all chargeable costs from providers in full.

We are making specific proposals for community social care (including domiciliary care), dental, and residential social care.

If you have not already you can [read the proposal in full](#) and also share your views by using our [online form](#). The consultation will close at noon on Thursday 17 January 2019.

Have your say 

Technology in care

A new resource on CQC's website explores the use of technology in care, looking at the benefits of innovation and updating previously published information on surveillance.

These new pages mark the start of a series in which we will share information on how technology is being used, with the first resources including:

- using surveillance in your care service
- appropriately handling personal information
- understanding 'informed consent'

[Visit our website to browse the first few topics](#) and subscribe to receive an email alert every time we publish a new one.



Equally outstanding - an update



Last autumn, we published *Equally outstanding*, a resource which shows how a focus on equality and human rights can improve care quality – even in times of financial constraint. One year on, we have updated *Equally outstanding* with:

- a new e-learning module
- extra case studies from outstanding providers
- an updated PDF version based on feedback.

These resources will help providers put equality and human rights at the heart of their improvement work so that the quality of care gets better for everyone. [Visit our website for more information.](#)

ASC assessment framework for registration

To make it clearer to providers about what we use to assess your registration applications, we have published our registration assessment framework for adult social care services. This mirrors our approach to inspection. Visit our website for [more information and to access the framework.](#)

Volunteers needed – help us to develop our registration processes

CQC is transforming its approach to registration with the aim of streamlining and improving processes to make it quicker and easier for providers. We are seeking direct input from providers into the development of our approach.

We are looking to talk to aspiring or newly registered managers to make sure these changes meet your needs.

This is an opportunity for you to:

- Influence the future of managing registration and creating a smoother experience
- Share feedback on your existing experience directly with CQC colleagues who are developing the approach

Please [email us](#) if you are interested in getting involved.

Public Health England wants to hear from care home managers and senior staff

Public Health England (PHE) is looking for care home managers and senior staff who work in services that care for adults over the age of 65 to help them understand more about how care homes look after residents with infections, use antibiotics and deliver infection prevention. They want to find out what works well and any challenges you may have seen.

If you would like to be involved please complete this [online survey](#). It will take 30 minutes to complete and closes at 5pm on 14 December 2018.

The survey is confidential and voluntary. Your service will not be identifiable in the report. If you have

any questions about this work please contact hcai@phe.gov.uk.



Competition and Markets Authority publishes consumer law advice for care homes

The Competition and Markets Authority (CMA) has published advice to help care homes understand their responsibilities under consumer law. This is part of the CMA's ongoing consumer protection work into residential care homes and nursing homes for older people, and follows their examination of the sector last year.

The advice sets out what care homes need to do to ensure that those using services are being treated fairly. A short guide is also available, as well as an open letter to care home providers from the CMA. The CMA will be conducting a review in 12 months' time to assess how well care homes are complying with consumer law, but it may take further action before then if it finds providers are breaking consumer law.

More information can be found on the [CMA web page](#).

Learning from the Gosport Inquiry

In December 2010 a National Patient Safety Agency 'Rapid Response Report' was issued asking organisations to 'agree an end date to complete the transition between existing ambulatory syringe drivers with additional safety features (as soon as locally feasible, and within five years of this RRR).' A [review of this work](#) was published on 21 November 2018 by the Department of Health and Social Care.

This year, following the [Gosport Inquiry](#), we want to highlight this issue in order to seek assurance that none of the old style Graseby ambulatory syringe drivers, that worked by measuring millimetres of syringe length, are still in use (e.g. MS16, MS16A, MS26).

If any of these types of syringe drivers are found to be in use in any care homes, they should be withdrawn as soon as possible to ensure patient care is not compromised. CQC will be looking into what we can learn from the Gosport Inquiry and more information on this will be shared via this newsletter when available.

Reminder: Free flu vaccinations for adult social care staff

Free flu vaccinations are available in 2018/19 for social care workers who offer direct care to people using services.

Staff should be reminded that they can access a free vaccination at their own GP practice or any pharmacy and will need to prove their eligibility by showing identification that shows their name and the name of their employing organisation, such as ID card or badge, letter from their employer, or a recent payslip.

[NHS Flu Fighter Social Care](#) is a free resource for social care providers to encourage their staff to get a flu vaccination to protect themselves and people using services from the flu virus.



Laingbuisson awarded contract to review the NHS-funded nursing care rate in England

Laingbuisson have been awarded the contract by the Department of Health and Social Care to review the NHS-funded nursing care (NHS FNC) rate in England.

The project will consider the following to calculate the 2018/19 NHS FNC rate:

- Cost to nursing homes of providing registered nursing staff per resident per week
- Proportion of nursing care provided by registered nursing staff that should be included in NHS FNC rate, according to the legislation
- Share of nursing home residents who qualify for NHS FNC

A survey is currently being rolled out to all nursing homes in England, as well as a focused survey aimed at a 10% sample of nursing homes. The survey will be supported by online forms and a mobile app to encourage a more reliable way of collecting and collating data. Please look out for it if you are a nursing home provider.

Ombudsman issues complaints statistics for all social care providers



The Local Government and Social Care Ombudsman has issued its [annual review](#) of adult social care complaints for 2017/18.

The review shows that a higher number of complaints about social care are upheld compared with all complaints the Ombudsman investigates.

Andrea Sutcliffe CBE, Chief Inspector of Adult Social Care said: *'It's more important than ever that those in charge of running and commissioning care services actively listen and learn from people's experiences, concerns and complaints. CQC sees regular evidence of this in the four fifths of adult social care services currently rated as good or outstanding across the country, but as this report from the Local Government and Social Care Ombudsman once again highlights, this isn't the case for everyone.'* [Read CQC's full response](#).

You can find information, guidance, case studies and training opportunities designed to support providers to learn and improve how they respond to feedback and complaints on the Ombudsman's [website](#).

Other news

- The Department of Health and Social Care have launched a national recruitment campaign for adult social care. More information can be found on the campaign website, ['Every day is Different'](#) and the [Work in Social Care Facebook page](#).
- We have published an update and a statement from Andrea Sutcliffe on Allied Healthcare, which can be found on [our website](#).
- Hillgreen Care Limited has been fined £300,000 after CQC brought a case against them. You can read the full news story [here](#).

- Andrea Sutcliffe has written a blog for [Social Care Future](#), entitled 'Don't forget the Mum test!'.
- Andrea Sutcliffe's [final column](#) for Care Management Matters was published this month and in it Andrea reflects on her time at CQC and what the future has in store for her.

Share your views on the provider online community

The provider online community is a space where you can share your views as we develop policies, tools, strategies and methodologies. We encourage you to sign up to the online community to be the first to share your view on upcoming and ongoing CQC work.

[Visit the online community](#) or [sign up if you're not already a member](#).

Follow us on Twitter!

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



Training



Dementia
Friendly
Norfolk

*Contributes significantly towards Subjects 1, 4, 5, 7 and 8
on the Dementia Standards Training Framework 2018*

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....

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

Dates:

5th & 6th February 2019
13th & 15th March 2019
16th & 17th April 2019



Book before 31st December
2018 and reserve 4 places
for the price of 3.

Price: £57 per day or attend both days for a reduced price of £100.
8.45am – 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

Basic HR & Legislation for Care Managers / Seniors

This course is ideal for anybody who is responsible for the recruitment and management of others within The Care Sector

Norwich
15th February 2019
09:30am - 16:30pm
£70pp

Suffolk
8th February 2019
09:30am - 16:30pm
£70pp

- Recruitment (including do's and don't of interview)
- Alterations to contracts of employment
- Notice periods & rights
- Retention (methods and schemes)
- Absence from work (Maternity, Paternity, Sick, Holiday)
- Medical conditions & reasonable adjustments
- Discrimination
- Training, PPE & Equipment
- Accidents at work
- Dismissal - Claims for unfair, wrongful & constructive dismissal
- Drugs & Alcohol Misuse
- Social Media
- Working Time Directive & Breaks
- Accidents at work
- Corporate Manslaughter
- Disciplinary Processes
- External Bodies



**ANGLIAN
TRAINING.**

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