



### **Norfolk's Care Convention on hold – 31 July 2018**

As many of you will know, the Market Development Team at County Hall is the lead department for the Council's involvement in the care convention. As part of the wider commissioning function, we are currently awaiting a review of our structure and activities. Discussions are also underway for the formation of a formal "Care Association" for Norfolk – an umbrella body for providers of adult social care. In view of these major changes, we feel it is wrong to commit to the preparations for a care convention at this time. We propose to put a hold on any preparatory work pending some clarity about the future. If the situation becomes clear sufficiently quickly, we will endeavour to meet the planned November slot for the convention. However, it may be necessary to delay the convention date to allow sufficient time to plan and prepare. We will contact you when we have a clearer picture. We will consult with you about your ideas for a revised date if a change becomes necessary. It is important to say that if partners wish to proceed with an event in November, without the guaranteed involvement of NCC, we would not object. The event, after all, belongs to us all.

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

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

#### **NEWS ITEMS**

- *The Anti-slavery app will help us spot potential victims of labour exploitation | 1 August 2018*
- *County lines event: download the presentations | 1 August 2018*
- *New emerging concerns protocol | 31 July 2018*

- *Modern Slavery Act 2015: Government commissions independent review | 31 July 2018*
- *Elder Abuse and Social Work: Research, Theory and Practice: British Journal of Social Work special issue | 27 July 2018*  
Do have a look at that this issue of the British Journal of Social Work, the articles are free to download and a fantastic resource.
- *Latest alerts from Norfolk Trading Standards | 27 July 2018*
- *Minister chairs business against slavery forum | 25 July 2018*

Please go to:

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

## **News from CQC**

### **Have you used online healthcare services?**

We're researching people's experiences of online primary care services. These include online GPs, online prescription services and apps.

The research will help us to develop a rating scheme for online primary care services. It will also help us to provide information about what to expect from these online services.

Our independent researcher, Traverse, will interview 12 people over the phone. If you're selected, we'll also send you a £35 shopping voucher to thank you for taking part.

#### **Get involved**

If you want to take part, please contact [perla.rembiszewski@traverse.ltd](mailto:perla.rembiszewski@traverse.ltd) to express an interest.



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

In her column this month Andrea Sutcliffe CBE talks about the meaning and value of coproduction to CQC, and how we are evolving with this.

[Read more here.](#)




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## **Staying [#TempAware](#) during the heatwave**

With the continuing high temperatures in England this summer we are urging people to stay hydrated

and also check that older people and those who are vulnerable have the support they need to stay safe, cool and well in the hot weather.

More information can be found in this [news story](#) published on our website.

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## Social Care National Recruitment Campaign

Caroline Dinéage, the Minister of State for Care, has publically committed to launching a new adult social care campaign this coming autumn. The campaign hopes to raise the image and profile of the sector and highlight the variety of careers on offer in order to attract the right people with the right values, who will deliver the very best care. Earlier this year Skills for Care carried out a gathering and scoping exercise which showed the need for a national recruitment campaign. The campaign launch date has not yet been confirmed, however we will be providing further information on this when we have it.

The Minister of State for Care talks more about the campaign in [this video](#).

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## Beyond Barriers: how older people move between health and care in England

We have published a report following the completion of [20 local authority area reviews](#) exploring how older people move between health and adult social care services in England.

[Beyond Barriers](#) brings together key findings and recommendations for change, as well as highlighting some examples of health and social care services working well together, and of individuals working across organisations to provide high quality care.

The report recommendations include: reform of planning and commissioning of services; a new approach to system performance management; joint workforce planning; and better oversight of local system performance.



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## Reforming the Deprivation of Liberty Safeguards system

On 4 July 2018 a new Bill was introduced to the House of Lords to reform the current Deprivation of Liberty Safeguards (DOLs) system. The current DOLs system places a disproportionate and significant burden on the adult health and social care system and because of a current backlog vulnerable people are not being protected in line with their human rights. Close work with stakeholders, and following a Law Commission Review, has led to the reformed model which will increase the protection of vulnerable people, carers and their families, as well as health and care professionals.

The full announcement can be read [here](#).

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## New Guide to help with complaints and feedback

The Local Government and Social Care Ombudsman and Healthwatch England launched a new guide to help care providers see best practice in receiving and dealing with comments, complaints and feedback about their services. The new single complaints statement sets out what service users, their families and representatives can expect when making a complaint or leaving feedback.

Born out of the Quality Matters initiative, which aims to improve the quality and consistency of adult social care provision across the country, the statement offers a simple bulleted guide for each stage of the complaints process. Care providers are being encouraged to adopt the new statement and share it with users of their services. It can be downloaded [here](#).

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## Learning from local system reviews

Senior health and social care leaders interested in learning from CQC's [local system reviews](#) are invited to attend one of four events being run by the Local Government Association (LGA) in partnership with ADASS, this autumn. The events in Newcastle, London, Manchester and Bristol, are free to attend and will provide opportunities for senior leaders in health and social care to listen to speakers from CQC and from colleagues who have experienced a local system review, as well as exploring how the review methodology could be used to drive sector-led improvement. Sign up via the [LGA website](#).

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## Financial scams and National Trading Standards - raising awareness

The National Trading Standards (NTS) Scams Team estimates that between £5 and £10 billion a year is lost by UK consumers because of scams

This has led to the Friends Against Scams initiative, which aims to protect and prevent people from becoming victims of scams by empowering communities to 'Take a Stand Against Scams'.



53% of people aged 65 and over have been targeted by scams and criminals, and only 5% of victims report the crime. The scheme encourages people to get involved to protect each other from becoming vulnerable to a scam. More information on how to become a 'friend' against scams can be found on the Friends Against Scams [website](#).

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## Trusted Assessor Guidance

'Trusted Assessor' schemes are a national initiative designed to reduce delays when people are ready to be discharged from hospital. It is based on providers adopting assessments carried out by suitably qualified 'Trusted Assessors' working under a formal, written agreement.

Research has showed that delayed discharges can have a significant negative impact on people's well-being, and there are also risks associated with premature or poorly planned discharges. Assessments and care planning can be undertaken by Trusted Assessor schemes in a way that meets people's needs as well as legal requirements on providers. To achieve this it is vital participants have confidence in the scheme.

Our new guidance sets out how Trusted Assessor agreements can be set up to meet people's needs and legal requirements, including [guidance](#) on what should happen when adult social care services

have concerns that inappropriate discharges are being made.

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## NAO overview of adult social care

The National Audit Office (NAO) has published a slide set which gives an overview of adult social care. This is an update of the overview which the NAO published in 2014 and compiles their findings from their work since then. The new information can be found on their [website](#).



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## The Learning Disability and Autism Leaders' List 2018

Dimensions UK have developed this new initiative in partnership with the Guardian, Learning Disability England (LDE) and the Voluntary Organisations Disability Group (VODG). [The Learning Disability and Autism Leaders' List 2018](#) is the first national listing of people with learning disabilities and/or autism who are helping make things better for themselves and others.

Nominations are now open and will close on 27 August 2018. Details on how to nominate can be found on the Dimensions website and up to 60 winning stories will make up the Leaders' List. Please feel free to share this with colleagues or contacts who may wish to nominate someone.

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## New Emerging Concerns Protocol

Eight health and social care regulators and other bodies have signed a new agreement to help them share concerns with each other more effectively.

The 'Emerging Concerns Protocol' seeks to provide a clearly defined mechanism for us to share information and intelligence that may indicate risks to users of services, their carers, families or professionals.

As well as CQC the following organisations have signed the [protocol](#):

- General Medical Council
- General Pharmaceutical Council
- Health and Care Professions Council
- Health Education England
- Local Government and Social Care Ombudsman
- Nursing and Midwifery Council
- Parliamentary and Health Service Ombudsman

Visit our [website](#) for more information

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## Annual Provider Survey

Earlier this year we undertook our 2018 Annual Provider Survey, inviting a representative sample of almost 30,000 providers to take part.

We are currently analysing the results and developing action plans in response to the feedback we've received. So far the key findings from Adult Social Care Providers are:

- Our registration process is generally seen as positive and a large majority of providers feel it helps them understand the commitment they are making to safe, high quality care.
- There is a positive view of the inspection process with recognition that judgments are fair, based on evidence and there is enough flexibility to accommodate new models of care.
- When Adult Social Care providers are aware of our Independent Voice publications they are likely to take action as a result.
- A majority of ASC providers agreed that CQC's regulatory approach helped their service to improve, with one of the key factors being the service's inspection report.
- Consistency of approach and consistency of judgments remain a concern for Adult Social Care providers, and this has been agreed as an improvement priority for CQC.

Find more information on the Annual Provider Survey on our [website](#), and look out for the full results that will be published later in the year.

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## Other news

- We are conducting a review of safeguarding alerts. [Read more on our website](#).
- We are currently recruiting adult social care inspectors to join our teams across the South East region, in particular within the Kent area. We have a mix of permanent, fixed term and secondment opportunities available. You can find further information on our [vacancies page](#).
- Following SCIE's coproduction week 2018 we would like to share with you a [blog](#) published by SCIE from Deputy Chief Inspector Debbie Ivanova on the barriers to coproduction.
- We are holding our first ever cross sector coproduction event on 31 July and will be live tweeting from the event [@CQCProf](#) using the hashtag #CQCCoproduction. Follow us to find out what is happening at the event.
- The Government Equalities Office has launched an [LGBT action plan](#) and has published the results from the [national LGBT survey](#). CQC supports the action plan. We have been working - and continue to work - on how to improve how health and social care services meet LGBT people's needs. Our [equality objectives](#) describe some of this work.

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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](#).



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## 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

**Urgent information from Chief Medical Officer  
at Dept of Health and Social Care**

see link below

## [Chief Medical officer Alert](#)

### Training



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...

**Dates:**  
14<sup>th</sup> & 15<sup>th</sup> August 2018 - **Last Few Places Available**  
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 7J  
(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)



