



Establishing a Care Association for Norfolk

Since May 2019, an Interim Board (IB) for the Norfolk Care Association (NCA) has been meeting regularly to look at how a Care Association should be organised so that it can most effectively:

- engage with social care and health commissioners in the Norfolk and Waveney area in discussions on the cost of care, new policies and guidance, and the standardisation of systems and procedures that affect social care providers;
- provide a forum for those working in social care to meet and share good practice.

Interim Board members are:

- Norfolk Independent Care (NIC) – Sanjay Kaushal
- Association Representing Mental health Care (ARMC) – Michael Millage
- Norfolk and Suffolk Care Support Ltd (N&SCS) – Christine Futter
- Community Action Norfolk (CAN) – Jonathan Clemo
- Voluntary Norfolk (VN) – Kevin Vaughan/Maria Plumb

This report is to give an update on our work. The headlines are:

- A meeting of the new NCA Liaison Group has been arranged for Friday 7th February 2020. This will be the first joint meeting of commissioners and the NCA Interim Board. The intention is to establish a pattern of quarterly meetings which will be preceded by conversations with the social care providers to ensure that agendas are relevant to, and informed by, the sector.
- Recruitment for the post of Chief Executive to the Care Association will begin in the New Year with interviews being held on 13th February 2020 in Dereham. The interview process will be in two parts and we are seeking volunteers for a Stakeholder Panel. If you are interested in participating, please contact Dr Fiona Denny at fiona.denny@norfolkcareassociation.org
- The Interim Board is working with Norfolk County Council to develop a Workforce Strategy for Social Care. This will align with other workforce strategies such as the Norfolk and Waveney Integrated Health and Care Workforce Strategy but focus explicitly on the challenges facing social care. A first draft will be available for discussion next year.

We will keep in touch with further updates on progress. In the meantime, if you have any questions feel free to contact our Project Officer, Fiona Denny.

National Medicines Safety Improvement Programme

We NEED your help

We are trying to gather as much information as we can from the people who work in and with care homes. To do this we are inviting all care homes to take part in a short e-survey which should only take five minutes.. Could we please ask you to click on the link below and provide us with your valuable knowledge.

[Safer Administration of Medicines in Care Homes Survey](#)

Questions we are asking at this stage

1. What is the nature and scale of medication administration errors within care homes across the region?
2. What types of interventions are currently being used to reduce administration errors, and what kind of impact are these having?
3. What level of support do care home staff currently access to reduce harm, and what further support might they need?
4. Are there some care homes that would be willing to participate in an improvement programme from April 2020?

Background information

How can we improve the safety of giving medicines to people living in care homes?

Medicines are a vital part of keeping people well and improving our quality of life. Residents of care homes often have complex needs, which in turn means many residents are prescribed multiple medications. Often residents rely heavily on their carers or nurses to access the medicines they need.

The vast majority of medicines are given as intended, but we know from academic research that on occasion, some are not. Mostly these incidents result in no harm, but there is potential that medicines given incorrectly can have serious consequences; unnecessary suffering, hospitalisation or even death. We also know that older people are more susceptible to the side-effects of medicines.

What are we aiming to do?

We are keen to work with care homes to:

1. Better understand the things that affect the safety of giving medicines;

2. Look for ways to continuously improve safety and the experience of care, and;
3. Measure how effectively we can protect people from harm.

How will the work we will do help?

This work will help care homes be proactive in keeping people safe and well. This is of benefit to everyone: the residents, the care staff, the home and also the wider health and social care system.

- Some people yo-yo in and out of hospital due to ill-health caused by their medicines.
- It is a priority for health and care organisations to support people to remain at home where they thrive in familiar surroundings which enhances their quality of life.
- The Care Quality Commission (CQC) regulates and inspects care homes to ensure they are safe, well-led, effective, caring and responsive to people's needs. The CQC expects all organisations supporting people to protect them from harm and to take action to improve practices where necessary.

Information about the survey

All information collected in this survey will be used for the stated purposes only, and will not be used for performance or contract management or passed on to commissioners, regulators of care homes or prosecuting authorities with the exception of adherence to statutory duties of safeguarding.

Individual care home returns will be shared with the Academic Health Science Network who operate the Patient Safety Collaborative in your area. Representatives of the Patient Safety Collaborative may contact you directly for more information.

All publicly published information resulting from this survey will be in aggregate format and will not identify any individual care home without the express permission of the care home's registered manager or owner.

If you have any questions about the National Medicines Safety Improvement Programme or the survey, please contact jodie.white@eahsn.org

Update

Our update for providers of adult social care services

Chief Inspector's column

In this month's column Kate reflects on an interesting and challenging year in adult social care.

[Read the full column.](#)

Share your views: Creating a better system of care for people at risk of seclusion

In November 2018 the Secretary of State commissioned CQC to do a thematic review of segregation, seclusion and restraint. One of the key recommendations of [the interim report](#) was to create an expert group to think about how a better system of care for those at risk of seclusion can happen.

Proposals for a better system have now been produced following two joint events with Department of Health and Social Care, BILD RRN (British Institute for Learning Disabilities Restraint Reduction Network), and NHS England. We would like your views on them before they are presented to the Secretary of State for Health and Social Care in early 2020.

[Log in](#) to view the proposals or [sign up to the platform here](#).

CQC Connect is coming!

We're excited to announce that we will be launching our first series of podcasts in January! *CQC Connect* will explore topics such as the importance of giving feedback on care, the state of care, innovation and technology, and outstanding general practice.

Series one kicks off in the week of 13 January and will be available on all major podcast providers.

Follow us on [Twitter](#) and [LinkedIn](#) for more, and [listen to the trailers now](#).

National recruitment campaign

When you care, every day makes a difference

The second phase of the Department of Health & Social Care's (DHSC) national adult social care recruitment campaign has now been live for two months and will run until 2020.

The DHSC have now released a survey to evaluate the impact of the recruitment campaign so far. They are looking for responses from a wide range of people working in the adult social care sector, from care staff and Registered Managers to Directors and HR teams.

The survey should take no more than 10 minutes and is open until 5.00pm on 03 January 2020.

[Complete or share the survey using this link.](#)

Reminder: Flu vaccine for social care workers

If you work in a health and social care setting you are at risk of becoming infected with flu, as well as risking infecting those you care for.

If you're a frontline health and social care worker, you're eligible for an NHS flu vaccine. It is your employer's responsibility to arrange vaccination for you.

If your employer does not offer a flu vaccination programme you may be able to have the flu vaccine at your GP surgery or a local pharmacy if you are a frontline health or social care worker employed by a:

- Registered residential care or nursing home
- Registered homecare organisation
- Hospice

If you are the main carer for someone who is elderly or disabled, speak to a GP or pharmacist about having the flu vaccine along with the person you care for.

More information can be found on the [NHS website](#) and the [Carers UK website](#).

Join CQC's digital participation platform and have your say on a new, targeted inspection in adult social care and more

You can be involved in CQC's work in different ways through the platform: reviewing documents, sharing your feedback through discussions, posting your own ideas, responding to surveys, and voting and commenting on the ideas of other users.

How do I sign up?

It's easy!

Follow the instructions on the [sign up page](#).

Follow us on Twitter!

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

Training



Upcoming Open Workshops – Norfolk & Waveney

Run by either an experienced diabetes practitioner/educator or podiatrist

More dates are planned at various locations across Norfolk for all our open workshops in 2020 – please register your interest so that we can ensure venues are suitable for those looking to attend.

Diabetes Awareness Training*, £50pp:

27 Jan 2020; Beccles House, 1 Common Lane North, Beccles, NR34 9BN

*followed by Blood Glucose Monitoring and Glucometer Training after lunch (£40pp – including competency assessment)

Diabetes Update for Registered Nurses, £70pp:

24 Feb 2020; Beccles House, 1 Common Lane North, Beccles, NR34 9BN

Diabetic Foot Screening (including competency assessment), £55pp:

24 Jan 2020; St Nicholas House Care Home, Littlefields, Dereham, NR19 1BG

Diabetes & Healthy Eating, £32pp:

24 Jan 2020; St Nicholas House Care Home, Littlefields, Dereham, NR19 1BG

20 March 2020; Beccles House, 1 Common Lane North, Beccles, NR34 9BN

info@duetdiabetes.co.uk

www.duetdiabetes.co.uk

01799 584178

The full range of our workshops can be found on our website.

Our workshops can also be delivered in house at your place of work for up to 12 people, please contact us for prices

Experiential Dementia Workshops

Day 1: Dementia – The Wider Picture
Exploring the Brain, Different Types of Dementia, Recognising the Key Characteristics

Day 2: Dementia - Distressed Behaviour / Communication
What to say when someone says ... What to do when someone does ...

Thursday 26th & Friday 27th March 2020
Wednesday 8th & Thursday 9th April 2020
Tuesday 25th & Wednesday 27th May 2020

£87 per day/£100 both days
The Willow Centre, Oringford
Norwich
NR4 7JJ
9.45am – 3.30pm
(The days are designed to be booked as a two-day workshop)

To find out more and book your place please contact Claire Gilbert
07584 047996 claire@carerite.co.uk

This Experiential Dementia Workshop will help you to understand what it is like to live with dementia. As a Registered Manager I know the real life experience of someone with dementia.

Book your place today! Limited places available!

FREE DEMENTIA TRAINING WORKSHOPS

For family carers and those who come into contact with people with dementia through their work

The training workshop consists of one 2 hour session covering:

1. Alzheimer's Disease & Other Dementia's – gives participants a good basic understanding of the condition, its symptoms and impact on behaviour.
2. Capturing Life's Journey – introduces the benefits of recording information about the life of the person and shows how this can be used to provide high quality care.
3. Techniques to Manage Behaviours – demonstrates how some understanding together with a number of simple techniques can have a very positive impact on the individual and carer alike.
4. Activities to Encourage Engagement – provides understanding, ideas and techniques to help the carer engage the person with dementia.

The workshops are run from the Home Instead Senior Care training suite in Norwich and are free of charge. Places are limited to provide a friendly, comfortable and welcoming environment. Alternatively, we can come out to your organisation or venue to run a session. Workshops are being run on the following dates:

Tuesday 14th January at 10:00

Saturday 18th January 10:00

Wednesday 12th February at 18:00

Thursday 5th March at 14:00

Tuesday 14th April at 18:00

Wednesday 6th May at 14:00

Tuesday 2nd June at 10:00

For more information or to reserve a place please email Mark Johnston at mark.johnston@homeinstead.co.uk or call 07776 060837

Information

NHS England—Advanced Care Planning for people with dementia

NHS England has launched a dementia advance care planning (ACP) guide, which is available at the following link:

http://www.southnorfolkccg.nhs.uk/sites/default/files/NHS%20Dementia%20Brochure%28DIG%29_V9.pdf

The aim of this resource is to help practitioners, providers and health and social care commissioners:

- create opportunities for people living with dementia to develop an ACP through initiating and / or opening up conversations;
- ensure advance care planning is fully embedded in wider inclusive, personalised care and support planning for dementia; and
- ensure people living with dementia have the same equal opportunities as those diagnosed with other life limiting conditions / diseases, in terms of accessing palliative care services / support

Mental Capacity Act 2005

It is imperative that capacity is assessed before having any discussions with patients regarding their end of life care (EOLC) preferences or writing an Advance Care Plan. More information here: www.legislation.gov.uk

When people are deemed as lacking mental capacity to make a decision, decisions should be made that are the least restrictive and in the person's best interests. The decision should be clearly and should be documented in the person's notes as such. Where possible the next of kin should be involved in all decisions made in a person's best interests

Learning Disabilities—Updates from LeDeR

Delivering high quality end of life care for people who have a learning disability

Delivering high quality end of life care for people who have a learning disability A guidance document produces jointly by NHS England and the PCPLD Network. Resources and tips for commissioners, service providers and health and social care staff providing, or delivering care to people with a learning disability at the end of their lives. Download the document here:

<https://www.england.nhs.uk/publication/delivering-high-quality-end-of-life-care-for-people-who-have-a-learning-disability/>

Do Not Attempt Cardio-Pulmonary Resuscitation (DNACPR) order

The third National Learning Disability Mortality Review (LeDeR) report in 2019

reported that the term 'learning disabilities' or 'Down's syndrome' was given as the rationale for the 'Do Not Attempt Cardio-Pulmonary Resuscitation' (DNACPR) order in 19 reviews. **'Downs syndrome' is not a rationale for DNACPR.**

Notifying LeDeR of a death—information poster

Download the resource here:

https://www.southnorfolkccg.nhs.uk/sites/default/files/notify_a_death_flyer_for_website.pdf

FOCUS—END OF LIFE CARE

Big C: End of Life Care Training and Education for Professionals

Palliative and end of life care is provided in a number of settings, including patients' homes, primary care settings, care homes, hospital wards, outpatients and palliative care settings.

Through work with the local STP, it has been recognised that all staff regardless of practice setting, will be required to have, as a minimum, an understanding of palliative and end of life care, the basic principles of physiological changes that may occur, key interventions, skills in assessing needs of patients and families and communication skills. This links in with the STP with the aim "all staff are prepared to care" resulting in reduced fragmentation of services, appropriate care being delivered and peaceful deaths being the success criteria.

"Wherever I am, health and care staff bring empathy, skills and expertise and give me competent, confident and compassionate care"

Ten core competencies recognised by Norfolk and Waveney Palliative and End of Life Education Framework will be delivered over two days to upskill general health and social care staff providing palliative and end of life care. This will in turn improve palliative and end of life care for patients and their families within the care setting.

The two training days have a range of specialist guest speakers covering all topics and areas that staff may come into contact with, when working with clients and their families who are receiving palliative or end of life care. All staff will be required to attend two days, at the end they will have their Palliative and end of life care passport signed off and a certificate. Watch this space for more details!

UCL Partners: What's best for Lily? End of life training for care home staff

The UCLPartners End of Life Care Team has created an innovative educational resource called What's Best for Lily, designed specifically for care home staff, supporting them to deliver excellent care for residents (including those with dementia) at the end of life. Access the training and resources here:

<https://uclpartners.com/work/whats-best-for-lily-end-of-life-training-for-care-home-staff/>

Leaving Gracefully—a resource for End of Life Wishes

Care, residential and nursing homes may be interested in the 'Leaving Gracefully' resources available, which offer support in answering questions like how prepared someone is in making their end of life wishes known to everyone caring for them, and getting your affairs in order for someone to administer after you have gone.

The Leaving Gracefully Booklet invites you to take a quick review of where you are up to in your end of life preparations. It then goes on to familiarise you with some legal and non-legal documents that are important for you to consider. There is also a Leaving Gracefully Notebook, in which you can record your wishes and make clear where all your documentation can be found, whilst taking care not to compromise your own personal security.

The Leaving Gracefully package is not a legal document, but is designed to work alongside your Will and all your other documentation. Contact Beverley Bulmer for more information at contact@leavinggracefully.co.uk or 07901888122, or visit: www.leavinggracefully.co.uk “