

Sent on behalf of NIHCG

Members of the Norfolk Independent Home Care Group (NIHCG) met with Council Officers on 26th June 2017 to discuss the cost of care exercise and to continue the provider dialogue that forms part of the budget setting process. The Council confirmed that extra money for homecare would be available from the recently announced central government fund but said they were not yet able to confirm whether the rates paid to independent providers would increase, if so by how much, or whether an interim increase would be awarded before next April. We have since received the following statement from Steve Holland, Head of Market Development and Quality Assurance. The Senior Management Team will consider the proposed framework prices at its meeting on 18 July. The decision they make will establish the new framework rates that are intended to apply to framework providers. *SMT will consider transitional arrangements. The provider dialogue process is what we will follow to inform the inflationary uplift that the Council will determine at budget setting time in the New Year. This then enables us to implement the changes from April.*

NIHCG has tried hard to impress upon the Council the very real financial pressures faced by many independent homecare providers in Norfolk and the immediate need for increased funding to prevent further market failure. We will keep you advised of future developments.

Sent on behalf of Norfolk County Council

The careers site to raise the profile of working in social care and is available for you to upload any vacancies you may have. There is no charge to place job adverts. Please visit the site to upload your vacancies www.norfolkcarecareers.co.uk.

If you have not yet registered, please visit the get in touch page or email norfolkcarejobs@norfolk.gov.uk

You can also follow us on Twitter @CareSectorNfk and on Facebook @norfolkcarejobs
[NorfolkCareCareers](#)

News from Norfolk County Council Market Engagement Team

Help us fill a knowledge gap – Business Insurance for young drivers

In discussions with providers, some people raised an issue in respect of younger people wanting to work in the Domiciliary Care workplace.

In many cases these jobs require people to have their own transport.

We are told that business use insurance for under-25s can be hard to obtain, or very expensive. This is in addition to the already high costs of standard motor insurance for younger people.

Norfolk County Council's Market Engagement Team are trying to establish the impact of this particular issue on young people's employment options. If it is a significant issue we will explore whether there are any ways that Norfolk County Council can intervene, perhaps by negotiating bulk rates for insurance.

Are you, or do you know of a young person who has been forced to refuse a job offer, or to abandon plans to apply for a job in the care sector as a result of insurance costs?

Are you, or do you know, an employer who has experienced issues with employees or potential employees being unable to take up or continue employment because of insurance costs?

Are you, or do you know, an employer who has come up with a solution for enabling young people to carry out mobile working without facing these costs?

If you have any useful information or comments about this issue, please email

donald.leggett@norfolk.gov.uk

Norfolk Safeguarding Adults Board

New news items have been posted on the Norfolk Safeguarding Adults Board's (NSAB) website

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

New items include:

- *How can we learn from our mistakes? BBC radio programme*

- *25,000 Friends Against Scams*
- *Join in Scams Awareness Month*
- *Don't let your organisation miss out - 'In Good Company' launches new quality mark*
- *Can you help Leeway? - vacancies for committee members*
- *Government announces draft Domestic Violence & Abuse Bill*

Please go to:

[Norfolk Safeguarding Adults Board \(NSAB\) News](#)

Do join NSAB on Twitter – @NorfolkSAB

Also don't forget

- *Financial Abuse & Scams Conference - 14 September 2017 – places are filling up fast don't miss out book on now*
- *Safeguarding Adults - Scamming and Mental Capacity*
A new book from Bournemouth University is a must read for all social work and health care practitioners. It provides an accessible guide to adult safeguarding in the context of mental capacity and financial abuse.

And you can get a 25% discount the price.

Sent on behalf of Norfolk and Suffolk NHS Foundation Trust

Invitation - Personality Disorder Strategy Stakeholder Engagement Events

We would like to invite you, or your colleagues to participate in a stakeholder engagement event in order to better understand the benefits and challenges faced by providers involved in the wider care of people with personality disorders, and promote discussion on ways we can work together to improve the offer people receive from services.

We are running three engagement sessions specifically for 3rd Sector and non-statutory organisations.

13 July 2017

Diss Business Hub

12.30-3.30

17 July 2017

The Mix, Stowmarket

12.30-3.30

18 July 2017

The Space, Norwich

12.30-3.30

Each event will take the same format, a round table discussion promoting positive, open and transparent debate to inform the pathway design moving forward.

Please note: These events are open to staff of these organisations, separate events have been held for NSFT staff.

Further details can be found in the letter attached and the flyer to be distributed to staff and any other organisations you may feel would be interested in joining the discussion.

Personality Disorder Project Team

Norfolk and Suffolk NHS Foundation Trust

Email: PDPathways@nsft.nhs.uk

News from CQC

Chief Inspector's column:

Chief Inspector Andrea Sutcliffe discusses the Channel 4 Dispatches undercover investigation into poor care at two Bupa care homes.

[Read more here.](#)

Next Phase of regulation consultation now open

On Monday 12 June 2017 we launched our [second consultation](#) on our next phase of regulation. We are seeking views on specific proposals for how we will:

- improve the structure of registration and clarify our definition of registered providers
- monitor, inspect and rate new models of care and large or complex providers
- use our unique knowledge to encourage improvements in the quality of care in local areas
- regulate primary medical services and adult social care services
- carry out our role in relation to the fit and proper persons requirement.

We want to keep the elements that we know people value, and to improve what people tell us we can do better. We will continue to work with people who use services, providers, professionals and our other local and national partners to co-produce what we do.

You can respond to this consultation until Tuesday 8 August using [this online web form](#).

Fire safety in registered premises

Sir David Behan, Chief Executive of CQC, has written to providers of care homes, hospices and independent hospitals as well as their representative bodies, to encourage them to review their fire safety arrangements to ensure they are up to date, understood and applied consistently. [You can read Sir David's letter here](#).

CQC will continue to assess fire safety when we register and inspect providers, focusing on passive and active fire protection and on how fire safety is managed on a day to day basis.

Ratings map for care homes, GPs and hospitals now live

You can search for care homes, hospitals or GP practices and their ratings by using our interactive map. To view care homes and GP practices please zoom into a local area.

[Find the map on our website](#).

Infection control

We would like to share with you [this letter](#) that has been sent to organisations across the NHS about the national ambition to reduce healthcare associated Gram-negative blood stream infections (HA GNBSIs) by 50% by March 2021.

As the letter points out half of all community onset cases have had some healthcare interventions either from acute, primary or community care, which means that the reductions can only be achieved by working together across the whole health and social care sector. You may therefore be invited to join in discussions at a local level so we hope this information is helpful. We will be considering further at CQC what more we may need to do to work with colleagues in health to support the involvement of adult social care services in this initiative.

Request for Registered Managers to take part in CQC research

The digital team at CQC are currently in the process of prototyping a new online service which

enables all social care providers to submit information about the quality of care, and makes this as quick and simple as possible.

We are looking for Registered Managers who would be able to take part in this work on the dates below by giving feedback and answering questions on a prototype of the service. This would take place at your place of work where a member of the digital team would visit you to ask the questions, and would last no longer than one hour.

If you are interested and available on Thursday 6th, Friday 7th, Monday 10th or Tuesday 11th July, please contact William.Hesketh@cqc.org.uk.

Heatwave Plan for England

No changes have been made to the Heatwave Plan for England this year; this plan will remain in place until further notice. The Met Office will issue Hot Weather Alerts from 1 June to 15 September 2017.

Two new resources have been developed:

- '[Beat the Heat: care home checklist](#)' - a checklist to help care home staff identify situations where overheating may cause harm to health, actions to take, and where to get help and support. This resource is aimed at front line workers (e.g. social care staff).
- Heatwave off the shelf exercise – reviews heatwave planning, response and recovery within local health and social care and regional capabilities as well as raising awareness of the current Heatwave Plan for England, which is available from exercises@phe.gov.uk.

The plan is a key component of emergency planning and is increasingly relevant in adapting to climate change. It provides advice for professionals, organisations, and individuals to enable them to plan for and respond to heatwaves.

A copy of the plan and its associated supporting documents is available [on the Public Health England website](#).

Events

Launch of Quality matters

Quality matters is a commitment to a shared view of high quality adult social care and supporting action plan that has been developed in partnership by people who use services, their families and carers, staff, providers, commissioners and national bodies. It will launch on Wednesday 12 July at an event in London and you can follow the conversation on Twitter via [#qualitymatters](#).

A limited number of places are available for the launch event which will be offered on a first-come-first-served basis. If you would like to attend and for more information, please email coproductionevents@cqc.org.uk.

Other events

- On Thursday 6 July, CQC will publish a national report for adult social care, *The state of adult social care services 2014 to 2017*. The report will outline our findings from inspections and ratings of services within this sector since the formal roll-out of ratings-based inspections on 1 October 2014 until 5 May 2017.
 - A list of the conferences and events that we attend can be found [on our website](#).
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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](https://twitter.com/CQCProf).